know how

A user's manual for Mailsort®, Presstream®, Walksort®, Presstream® Walksort® and Cleanmail® including Royal Mail International Bulk Mail™

Royal Mail

with us it's personal™

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How to use this manual
Refer to the tabs at the top of each page in order to locate the details on each of the service options:

- Mailsort 120
- Mailsort 700
- Mailsort 1400
- Presstream
- Walksort
- Cleanmail
- Presstream Walksort
- Royal Mail International Bulk Mail

so many ways to save

This manual will show you how to get the best use from Mailsort®, Presstream®, Walksort®, Cleanmail®, Cleanmail Plus™ and Presstream® Walksort®. It also introduces Royal Mail International Bulk Mail™, which integrates with the sorted services. All the services are based on the idea of sharing the work of mail preparation in order to cut the cost of the mailing. The more you do to prepare your mail, the more you'll save.

To qualify for savings, you need to ensure your mail preparation meets various specifications. You'll find these specifications defined in this manual. We'll take you through the whole process step by step.

First things first
Before beginning to prepare your mail, you need to be certain of the service you wish to use.

The following two pages will help you select the best service for your mailing. Then, turn to page 8 where you'll find separate service checklists.

You can then go to the technical requirements (pages 20–52) and finally logistics: how much notice you need to give us of your mailing, arranging a collection and payment methods (pages 53–56).

Help and advice
Your Royal Mail account manager will be happy to help if you have any questions about services, preparing and sorting your items or whether your mail meets our specifications.

*You can also contact your local Royal Mail Sales Centre on **08457 950 950** for advice on our range of business mailing services.*

*Comprehensive information is published online at: **www.royalmail.com/library***

*A price calculator can be found at: **www.royalmail.com/mailsorttechnical** under the **Pricing Information** menu option.*

choose a service option

The service you select is determined by three factors: the type of item you're sending, the volume of items in your mailing and how much mail preparation you wish to carry out to make savings. Discounts go up to over 40% and there is a choice of delivery speeds.

If your mailing has an international element, you can now add Royal Mail International Bulk Mail to a Mailsort, Walksort or Presstream mailing. See pages 16 and 17 for details.

What are you sending?

Is your item classed as a Letter or a Packet?

Letters are items which:

- Weigh no more than 100g
- Are no smaller than 90 x 140mm
- Are no larger than C5+ (165 x 240mm)
- Are no thicker than 5mm.

Packets are items which:

- Weigh no more than 2kg, or 1kg for Walksort items
- Are no smaller than 70 x 100mm in either dimension, (i.e. 70 x 90mm is not acceptable)
- For rectangular items, are no larger than 610 x 460 x 460mm
- For cylindrical packages, have a maximum length of 900mm. In addition, the item's length when added to twice the diameter must not exceed 1,040mm
- **Mailsort® 1400** - Are no smaller than 70 x 100mm
- **Walksort® only** – items no thicker than 10mm.
- **Presstream®** dimensions, please see page 13

How many items are you sending?

The quick service guide, overleaf, provides details for all Bulk Mail services

Important

All letters or packets in your mailing should be the same shape, size and weight (for exceptions, see Appendix D, page 76).

Five levels of workshare

Here is your key to the quick service guide, overleaf.

●	**Cleanmail® and Cleanmail Plus™** do not require you to sort your items. Simply apply an Optical Character Recognition (OCR) specification or Customer Barcode (CBC) to your mail so that it can be machine sorted.
● ●	**Mailsort® 120** requires you to sort your mail to approximately 120 delivery selections and apply an Optical Character Recognition (OCR) specification or Customer Barcode (CBC) to each item so that it can be machine sorted further.
● ● ●	**Mailsort® 700** offers a larger discount if you sort your mail to a wider number of delivery selections (approximately 700). You'll need to apply a Customer Barcode (CBC) to each item.
● ● ● ●	**Mailsort® 1400** offers discounts if you sort your mail to approximately 1400 delivery selections.
● ● ● ●	**Presstream®** offers savings over Mailsort 1400 for sending periodicals i.e. newsletters, magazines or journals.
● ● ● ● ●	**Walksort®** attracts the highest level of discount because you sort your mail right down to the postal delivery walk of our stafflevel.
● ● ● ● ●	**Presstream® Walksort®** offers additional discounts for Presstream mailings which are sorted to walk level.

See the Checklists (starting on page 8) for further details.

Delivery speeds

Delivery speeds for each service are listed opposite and defined below.

Mailsort®1: For mailings targeted for delivery the next working day after the day of posting.

Mailsort®2: For mailings targeted for delivery within three working days after the day of posting.

Mailsort®3: For mailings targeted for delivery within seven working days after the day of posting, excluding Saturdays for delivery and collection.

Mailsort® 3 (Deferred Delivery): This is only available as part of Mailsort 3. You can prepare and lodge your mailing with us until an agreed 'commence delivery' date. We'll need to receive your mailing at least seven calendar days before the 'commence delivery' date (and up to 28 days beforehand). We'll deliver your mailing by the fourth working day after the commence delivery date (excluding weekends and public holidays).

If these services aren't right for you

If your items fall outside Mailsort dimensions or you're sending less than 1,000 items per mailing, we offer a range of other cost-effective services. Please contact your account handler for details, or call your local Royal Mail Sales Centre on ***08457 950 950***

quick service guide

Sending letters

Minimum number of items per mailing	Levels of workshare *(defined on page 4)*	Other Requirements *(to ensure your mail can be read by our sorting machines)*	Service	Delivery Speeds *(defined opposite)*	Compatible with Royal Mail International Bulk Mail™
1000	•	*Apply either:* • An Optical Character Recognition (OCR) spec *or* • A Customer Barcode (CBC)	**Cleanmail®** **Cleanmail Plus™**	1 and 2	No
4000	• •	*Apply either:* • An Optical Character Recognition (OCR) spec *or* • A Customer Barcode (CBC)	**Mailsort® 120**	1,2,3 and 3 deferred	Yes
10000	• • •	Apply a Customer Barcode (CBC)	**Mailsort® 700**	1,2,3 and 3 deferred	Yes
4000 or **2000 if items are for delivery within the same postcode area in which they were posted**	• • • •		**Mailsort® 1400**	1,2,3 and 3 deferred	Yes
4000 or **2000 if items are for delivery within the same postcode area in which they were posted**	• • • • • • • • •	Only available for periodicals as defined by the Presstream Schedule	**Presstream®** **Presstream® Walksort®**	1 and 2	Yes
4000 or **2000 if items are for delivery within the same postcode area in which they were posted**	• • • • •		**Walksort®**	1 and 2	Yes

Sending Packets

Minimum number of items per mailing	Levels of workshare *(defined on page 5)*	Service	Delivery Speeds *(defined opposite)*	Compatible with Royal Mail International Bulk Mail	Note
1000	• • • •	**Flatsort**	3 and 3 deferred	Yes	For Mailsort 1400 items weighing over 100g, an additional discount is available, as long as the following requirements are met: • Items are flat and of uniform thickness throughout the mailpiece – i.e. like a catalogue • Items are no more than 10mm thick • Items are no larger than B4 (250mm x 353mm).
1000	• • • •	**Mailsort® 1400**	1,2,3 and 3 deferred	Yes	See packet definition on page 4
1000	• • • •	**Presstream®**	1 and 2	Yes	Only available for periodicals as defined by the Presstream Schedule
1000	• • • • •	**Walksort®**	1 and 2	Yes	Packets are mailing pieces which are larger than C5+ size or weigh more than 100g but no more than 1kg or are more than 5mm thick but not more than 10mm.
1000	• • • • •	**Presstream® Walksort®**	1 and 2	Yes	Items can weigh up to 2kg and no maximum thickness. Only available for periodicals as defined by the Presstream Schedule

For up-to-date prices, please refer to the Rate Cards by visiting **www.royalmail.com/library** or call **08457 950 950**

Royal Mail International Bulk Mail™

Royal Mail International Bulk Mail™ is a new service, which allows you to process, prepare and send the International elements of a mailing with the corresponding Inland Mailsort, Presstream or Walksort elements. It can also be used to send a purely international mailing.

There is no minimum volume for the international element if sent as part of a Mailsort, Presstream, Walksort or Presstream Walksort mailing. If the mailing is purely international you will need to send at least 4,000 letters or 1,000 Flats or Packets (see quick service guide on page 6 for definitions)

Delivery Speeds
International items have a choice of Priority, Standard and Economy. See table below.

Royal Mail International Bulk Mail™ offers the following benefits;

- Minimal sortation of the International items - all international items, regardless of destination, are placed into a selection according to speed.
- Reduced processing and handling – not only will your software, once upgraded, be able to process your entire mailing list at the same time, but all items will be collected as a single mailing.
- Competitive pricing - prices are generally slightly above the current Destination Sort prices, however with the reduced sortation, cost and time savings may be made
- All the benefits of E*Pro – Royal Mail's web based invoicing system, once linked to your software, removes the pain of posting cheque completion and gives you control and visibility. You need to have E*Pro to access the Royal Mail International Bulk Mail service.

Delivery Speeds

Region	Western Europe	Rest of Europe	North America	Middle East	Central & S. America	Africa & Asia	Far East & Australasia
Priority	3-5days	3-5days	5-7days	5-7days	5-7days	5-7days	5-7days
Standard	N/A	N/A	10 –14 days	10 –14 days	14-21days	14-21days	14-21days
Economy	5-10 days	5-10 days	6-8 weeks	8 - 12 weeks	8 - 12 weeks	8 - 12 weeks	8 - 12 weeks

A checklist for each service

This is a useful section to double check that you've chosen the right service and to ensure that you're prepared to meet the technical requirements for your service.

look at your checklist now to save time later

Having selected your service, please take five minutes to read through the relevant checklist.

You need to be certain that your mail qualifies for that service. Your checklist also includes details of essential supporting material that you'll need to prepare your mail correctly and qualify for a discount.

As a general rule, all items in your mailing should be the same shape, size and weight. However, for all services, there is an option to send mixed weight mailings. Please see Appendix D (page 76)

Mailsort®120, 700 & 1400 checklist:

When to use Mailsort®
Mailsort enables you to send both Letters and Packets. The definitions of both these formats are summarised on page 4. Mailsort is intended for large business mailings where you can undertake some sorting of your mail before handing it to us. There is flexibility in how much sorting you need to do to save postage costs.

If your item is classed as a Letter, it can, with your help, be machine sorted by us.

Sending machinable mail
There's no doubt that sorting by machine is the most efficient way for us to process your mail. For Letter-sized mail to be processed by machine, there are two mailing options: Mailsort 120 and Mailsort 700 (see overleaf).

Sending manually sortable mail
If you're unable to meet our machinable requirements or are sending larger items such as Packets, you'll still qualify for discount with our Mailsort 1400 option (see overleaf).

Check your mailing qualifies
Please use the table opposite, to check that your mailing qualifies. Before using Mailsort 120 or Mailsort 700, you need to pass a Quality Assurance process (see the 'Other qualifications' section in the table, opposite).

Accurate addressing
It's essential that at least 90% of your mail is fully and accurately Postcoded and addressed, Royal Mail's Postcode Address File (PAF®) will help you do this.

For details see Appendix A on pages 59-62.

OCR or CBC?
If you opt to apply an OCR font (an option for Mailsort 120) please bear in mind that you're required to keep certain parts of the envelope free of text and artwork (so that we can print and recover route codes as your mail is machine sorted). Perforated strips or tear off envelopes are not allowed, as our sorting machines can't process them.

With CBC (an option for Mailsort 120 and mandatory for Mailsort 700) you have freer artistic licence.

Applying an OCR font
Full guidance on designing your items and meeting our OCR specifications is provided in Appendix B, pages 63–68.

Applying a Customer Barcode
Full guidance on designing your items and meeting our CBC specifications is provided in Appendix C, pages 69–75.

Supporting material
As well as this guide, you'll need:
- A copy of the Mailsort Database, available free of charge from us
- A pricing guide: please refer to the Rate Cards by visiting **www.royalmail.com/library** or call **08457 950 950**
- A list of Mailsort software suppliers.

The Mailsort® Database
The Mailsort Database provides the key data to enable you to sort your items into Mailsort order (for 120, 700 and 1400 selections).

It's available free of charge in both electronic and paper-based formats. It can be easily downloaded from our website www.royalmail.com/mailsorttechnical.

The Mailsort Database is data only and not software. You'll need to write a software program to sort your mailings, or purchase a tailor-made product from a software supplier.

A list of suppliers is available from www.royalmail.com/mailsorttechnical

Customer Final Label Database
Final bag labels are mandatory. To apply labels, you'll need a CFL Database (page 38). Alternatively, your Customer Operations Manager can supply them to you.

Important
Please make a note of which Mailsort service you're using for your mailing: either 120, 700 or 1400. The technical requirements differ between these services.

	Mailsort® 120	Mailsort® 700	Mailsort® 1400
Mailing volumes	Mailing volumes The minimum entry requirement for Mailsort 120 is 4,000 items per mailing per stream (OCR/CBC) and per class.	The minimum entry requirement for Mailsort 700 is 10,000 items per mailing per stream, and per class.	The minimum number of items per mailing is 4,000 letter-sized items or 1,000 packet-sized items. Letters and packets are defined on page 4. The minimum falls to 2,000 if all the letters are for delivery within the same Postcode area in which they were posted.
Mailing item specifications	These items are machine sorted by us using a Customer Barcode (CBC) or coded and sorted using Optical Character Recognition (OCR) technology. • Maximum weight of a Mailsort 120 item is 100g. • Maximum thickness: 5mm. • For more information on OCR technical specifications, please see Appendix B, pages 63–68. For CBC technical specifications, please see Appendix C, pages 69–75.	These items are machine sorted by us using a Customer Barcode (CBC). • Maximum weight of a Mailsort 700 item is 100g. • Maximum thickness: 5mm. • For more information on CBC technical specifications, please see Appendix C, pages 69–75.	We manually sort these items. Letter-sized items: letters are mailing pieces which are C5+ size (240mm x 165mm) or less, are not more than 5mm thick and weigh less than 100g. Packet-sized items: packets are mailing pieces which are larger than C5+ size or weigh more than 100g, but not more than 2kg, or are more than 5mm thick.
Address quality	You must ensure that for each posting at least 90% of the addresses are fully and accurately postcoded and addressed. Royal Mail's Postcode Address File (PAF®) will help you do this For details see Appendix A, pages 59–62.	As for Mailsort 120.	As for Mailsort 120.
Other qualifications	• Items must carry either a barcode or have their addresses printed in an OCR machine-readable font. • Mailsort 120 sorting must be followed (please see Technical requirements starting on page 20). • Customer Final Labelling (CFL) is mandatory (please see pages 38–42). • You must pass an up-front Quality Assurance process before a Mailsort 120 contract can be issued and you can start mailing. This process tests your ability to prepare and sort items to our technical specification. It also confirms that your addresses meet our required level of accuracy and postcoding. For more information on what you need to provide for this process, please contact your account manager.	• Items must have a barcode on the mailpiece to allow us to process this mail more effectively. • Mailsort 700 sorting must be followed (please see Technical requirements starting on page 4). • Customer Final Labelling (CFL) is mandatory (please see pages 38–42). • You must pass an up-front Quality Assurance process. See Mailsort 120 for details.	• Mailsort 1400 sorting must be followed (see Technical requirements starting on page 20).

International Mail
International Mail can now be processed, prepared and sent at the same time as your Mailsort mailing using Royal Mail International Bulk Mail™. See pages 16 and 17 for details.

Trays
Please note that we are gradually rolling out the use of trays for Mailsort 120.

Presstream® checklist

(including Presstream® Walksort®)

When to use Presstream®
Presstream is our service dedicated to Publishing. It is designed for the regular distribution of periodicals. You can send both letters and packets using Presstream, however, almost all periodicals, owing to their dimensions and weight will be considered packets. The definitions of letters and packets vary slightly from Mailsort and are summarised opposite.

The periodical must meet Presstream's entry criteria and Royal Mail must assess each title before a Presstream contract can be set up. Once accepted, each title is given a unique periodical code which must be used on each posting cheque.

For Presstream a periodical must:
- Be published on a regular basis, at least twice a year;
- Carry details of the title and date, issue number or month or season of publication on the front cover.
- Contain at least one-sixth editorial content.

Further guidelines can be found in the Presstream Schedule available from **www.royalmail.com/library**.

When to use Presstream® Walksort®
Presstream Walksort offers additional discounts, over Presstream. Presstream Walksort mailings must be sent to at least one in fifty of all the households within the mailing coverage area.

Presstream Walksort is designed for either:
- High density mailings within localised regions, or
- Large national mailings

When to use Presstream® Premium
Presstream Premium is our specialist distribution service that enables publishers to get their periodicals into their subscribers' hands even more quickly. It has been designed to help publishers hit deadlines.

Presstream Premium operates in key urban areas

For more information, please speak to your Royal Mail Account Handler.

Check your mailing qualifies
We can provide you with a list of software suppliers who will analyse your mailing list free of charge to check whether it qualifies for Presstream Walksort.
The software supplier will calculate the delivery point penetration figure of your mailing. This figure must be at least 2% to qualify for Presstream Walksort.

Accurate Addressing
It's essential that at least 90% of your mail is fully and accurately Postcoded and addressed for Presstream and 100% for Presstream Walksort. Royal Mail's Postcode Address File (PAF®) will help you to do this. Items which don't meet the criteria must be sent via another service e.g. standard tariff.

Supporting material
- As well as this guide, you'll need;
- A copy of the Mailsort Database, available free of charge from us
- A pricing guide: please refer to the Presstream rate card
- A list of software suppliers.

For Presstream Walksort, instead of the Mailsort Database you'll need a copy of the Walksort Database, which is also available free of charge.

The Mailsort® and Walksort® Databases
The Mailsort Database provides the key data to enable you to sort your items into Presstream order. This is the same order as required by Mailsort 1400.

The Walksort Database provides the key data to enable you to sort your items into Presstream Walksort order. You can download the whole UK database, or just the sections for the postcode area you require.

International Mail
International Mail can now be prepared, processed and sent at the same time as your Presstream Mailing using Royal Mail International Bulk Mail™. See pages 16 and 17 for details.

Obtaining the Databases
Both are available free of charge from Royal Mail, but you will need to sign a licence agreement form for the Walksort Database.

The databases can be easily downloaded from our website at **www.royalmail.com/mailsorttechnical**

The Mailsort Database and the Walksort Database are data only and not software. You'll need to write some software to sort your mailings, or purchase a tailor-made product from a software supplier.

A list of suppliers is also available from at **www.royalmail.com/mailsorttechnical**

Mixed weight mailings
Normally all items with a Presstream or Presstream Walksort mailing are of the same size and weight. However it is possible to mail mixed weight items subject to the following conditions:

- The items must be similar in size and shape, such that they can be securely bundled
- The documentation must be extended to include the weight of each selection

Customer Final Label Database
Final bag labels are mandatory for all Presstream mailings. To print labels, you'll need a CFL Database (see pages 38-42). You can also contact your Distribution Centre or Customer Operations Manager for a supply of CFL labels.

Presstream®: a summary

Send Letters and Packets by Presstream®

'Letters' are mailing items, which are no more than 6mm thick and weigh not more than 60g.

'Packets' are mailing items, which are more than 6mm thick or weigh more than 60g. The maximum weight for a Packet is 2kg. The maximum size for a Presstream item is 610mm x 460mm x 460mm.

Entry requirements

Sending Letters
Each of your Presstream mailings must consist of at least 4,000 Letters (or 2,000 Letters sent within the same postcode area to which they were posted).

Sending Packets
You need to send at least 1,000 Packets per mailing

Presstream® Walksort®
Your mailing must reach a penetration index of at least 2%

Delivery speeds
All items in one mailing must be for the same delivery speed.

You have a choice of two speeds

- *Presstream 1 / Presstream Walksort 1*
  For mail to be delivered the next working day after the day of posting

- *Presstream 2 / Presstream Walksort 2*
  For mail to be delivered within three working days after the day of posting

- *Presstream Premium*
  For mail handed to over to us as late as 1am and delivered the same day Monday – Saturday (excluding Bank Holidays). For more information please contact your Account Handler.

Walksort® checklist

When to use Walksort®
Walksort enables you to send Letters or Packets (summarised opposite). To qualify for Walksort, a mailing must be sent to at least one in ten of all the households within its coverage area.

Walksort is intended for either:
- High density mailings within localised regions, or
- Very large national mailings

Check your mailing qualifies
We can provide you with a list of software suppliers who will analyse your mailing list free of charge to check whether it qualifies for Walksort. The software supplier will calculate the delivery point penetration figure of your mailing. This figure must be at least 10% to qualify for Walksort. The delivery point penetration figure calculation is illustrated on the Walksort Rate Card which you can access by visiting **www.royalmail.com/library** or call **08457 950 950**

Accurate addressing
It's essential that 100% of your mail is fully and accurately postcoded and addressed when compared to Royal Mail's Postcode Address File (PAF®).

See Appendix A on page 59-62 for details.

Supporting material
- As well as this guide, you'll need:
- A copy of the Walksort Database, available free of charge from us in a variety of electronic formats
- A pricing guide: please refer to the Rate Card by visiting **www.royalmail.com/library** or call **08457 950 950**
- A list of Walksort software suppliers
- A copy of the Customer Final Bag Label Database is available as final bag labels are now mandatory (see pages 38-42).

The Walksort® Database
The Walksort Database provides the key data to enable you to sort your items into Walksort order. To make use of this database for computer sorting, you'll have to purchase appropriate software, or write your own.

A list of suppliers is available from your local Royal Mail Sales Centre or at **www.royalmail.com/mailsorttechnical**

International Mail
International Mail can now be prepared, processed and sent at the same time as your Walksort Mailing using Royal Mail International Bulk Mail™. See page 16 and 17 for details.

Obtaining the Databases
The Walksort Database is available free of charge from Royal Mail, but you must sign a licence agreement in order to obtain it. Further details are available from your account manager or www.royalmail.com/mailsorttechnical where the database can also be downloaded.

Data groupings
The Walksort Database is available for either the whole of the UK, or for selected areas. The latter is appropriate if, like most of our Walksort customers, you only require data for a particular area within the UK. As the two data files for the whole of the UK take up about 30 Megabytes, we have split the Walksort Database into Postcode area segments, so that you may specify for which areas you would like data supplied.

Mixed weight mailings
Normally all items with a Walksort mailing are of the same size and weight. However it is possible to mail mixed weight items subject to the following conditions:

- The items must be similar in size and shape, such that they can be securely bundled
- Additional documentation will be required with the mailing, please contact your account manager for further details.

To be eligible for this service, each address must match a Walksort selection code. To achieve this, you need a full and accurate Postcode on every item. This point will become clearer once you have read through the technical requirements section of this guide.

Walksort®: a summary

Mailpiece parameters
Maximum weight of items: 1kg
Minimum item size: 70mm x 100mm
Maximum size: B4 353mm x 250mm
Maximum thickness: 10mm

Send Letters or Packets
Letters are mailing pieces which are C5+ size (240mm x 165mm) or less, are not more than 5mm thick and weigh less than 100g.

Packets are mailing pieces, which are larger than C5+ size or weigh more than 100g, but not more than 1kg, or are more than 5mm thick, but not more than 10mm.

Entry requirements

Sending Letters
Each of your Walksort mailings must consist of at least 4,000 Letters (or 2,000 Letters sent within the same Postcode area to which they were posted).

Sending Packets
You need to send at least 1,000 Packets per mailing.

Delivery speeds
All items in one mailing must be for the same delivery speed.

You have a choice of two speeds:

- *Walksort 1*
  For mail to be delivered the next working day after the day of posting.

- *Walksort 2*
  For mail to be delivered within three working days after the day of posting.

Royal Mail International Bulk Mail™ checklist

When to use Royal Mail International Bulk Mail™
You can use Royal Mail International Bulk Mail™ to send the international elements of a Mailsort, Presstream or Walksort mailing at the same time as the inland elements, as the mail processing for both is identical. You can use the software to process international items only. This service aims to make mailing international as easy and as accessible as inland mailing.

International mailing standards are slightly different to those used in the UK. Items are classed as a letter, a flat or a packet. Within a mailing, all items must be of the same format. The definition of a letter, flat and packet are summarised opposite.

You also have a choice of three delivery speeds: Priority, Standard and Economy. Please note that not all destinations offer all three speeds. This means that a mailing may contain items of more than one speed, although they must be separated out by speed.

No further physical sortation is required as all items (of the same speed) are placed into a single bag. This reduces processing time and costs.

Check your mailing qualifies
Your mail will be sorted by machine at Heathrow Worldwide Distribution Centre, so it must carry an OCR font on the address. For letters, this is exactly the same as for Mailsort 120 or Cleanmail. Flats should contain the address block on one of the two largest sides and packets should contain the address on one of the four largest sides.

If your mailing is part of an Inland mailing, then there is no International minimum volume; if the mailing is purely International then you need to send at least 4,000 letters or 1,000 packets.

If your mailing consists of both International and domestic elements, then the total must reach the minimum of 4,000 letters or 1,000 packets. For example a mailing of 3,000 domestic letters and 1,000 International letters would qualify.

Accurate Addressing
It's essential that every item has the destination country in the last line of the address on it's own, in upright capitals.

Supporting material
For Royal Mail International Bulk Mail, as well as this guide, you'll need;

- A copy of the International Mailsort Database, available free of charge from us
- A pricing guide: please refer to the Royal Mail International Bulk Mail rate card on our website www.royalmail.com/mailsorttechnical
- A list of software suppliers.

The International Mailsort Database
The International Mailsort Database provides the key data to both physically sort your items to bags and electronically sort your items so that the information can be linked to E*pro.

Important
Please note that not all delivery speeds are available to all locations. Therefore a mailing may contain some priority items and some standard items. Where this occurs these will be allocated to different selections and bagged separately.

Obtaining the database
The database is available free of charge and can be easily downloaded from our website at **www.royalmail.com/mailsorttechnical**

The International Mailsort Database is data only and not software. You'll need to write some software to sort your mailings, or purchase a tailor-made product from a software supplier.

A list of suppliers is available from the website address above.

Mixed weight mailings
Normally all items with a Royal Mail International Bulk Mail mailing are of the same size and weight. However it is possible to mail mixed weight items subject to the following conditions:

- The items must be similar in size and shape, such that they can be securely bundled
- The documentation must be extended to include the weight of each selection

Customer Final Label Database
Final bag labels are mandatory for Royal Mail International Bulk Mail. To print labels, you'll need a CFL Database (see page 38-42) or alternatively make use of our bureau service.

Royal Mail International Bulk Mail™: a summary

Letters, Flats and Packets
Letters must be at least 140 x 90 x 0.25mm; there is no minimum weight. The maximum dimensions are 245 x 165 x 5mm and weight of up to and including 100g

Flats cannot exceed 381 x 305 x 20mm or 500g

Packets are all items exceeding any of these dimensions up to 2Kg

Items may be square or rectangular, provided dimensions fall within those specified above. Items presented as tubes, rolls, circular-shaped, or with cover mounts are not acceptable through this service as they are not machinable. Such items must be posted as an independent Zone and Format mailing.

Important
If any one dimension or weight specification is exceeded, the item defaults to the next category moving from letters up to packages. If items are fully within all 4 (3 dimension and 1 weight criteria), they must be classified as such.

Entry requirements

Sending Letters
Each of your Royal Mail International Bulk Mail mailings must consist of at least 4,000 Letters, unless it is part of a Mailsort, Presstream or Walksort mailing when there is no minimum.

Sending Flats or Packets
If you are mailing only International, you will need to send at least 1,000 Flats or Packets per mailing, otherwise there is no minimum limit

Delivery speeds
All items in one mailing must be for the same delivery speed.

You have a choice of three speeds:

- ***Priority*** Mail leaves the country on the next available flight and is delivered using the receiving countries equivalent of 1st Class
- ***Standard*** Mail travels by air when there is capacity and is delivered using the receiving countries equivalent of 2nd Class
- ***Economy*** Mail travels by land and sea to the destination country where is treated as 2nd Class

Cleanmail® and Cleanmail Plus™ checklist

When to use Cleanmail® and Cleanmail Plus™
Cleanmail and Cleanmail Plus enable you to send Letters.

Letters are mailing pieces which are C5+ size (240mm by 165mm) or less, are not more than 5mm thick and weigh 100g or less.

Cleanmail and Cleanmail plus are ideal if you do not wish to sort your mail. Simply apply either an Optical Character Recognition (OCR) font or Royal Mail Customer Barcode (CBC) to your items to qualify for discount. That way, our machines can read your addresses and sort your items automatically.

Important
If your item is thicker than 5mm, larger than C5, or contains inserts that are not of uniform size, your mail cannot be machine processed. Please consider using Mailsort 1400 or Walksort.

Meeting the requirements
You'll need to pass a one-off Quality Assurance process before a Cleanmail contract can be issued and you can start mailing. This process tests your ability to prepare items to our technical specification. It also confirms that your addresses meet our required level of accuracy and Postcoding.

For more information on what you need to provide for this process, please contact your account manager, or call your local Royal Mail Sales Centre on **08457 950 950** (local rate).

Accurate addressing
It's essential that at least 90% for Cleanmail and 95% for Cleanmail Plus of your mail is fully and accurately postcoded and addressed when compared to Royal Mail's Postcode address File (PAF®).

See Appendix A on page 59-62 for further details.

Delivery speeds
Cleanmail offers a choice of two delivery speeds:

- *Cleanmail 1 and Cleanmail plus 1*
  For mail to be delivered next working day after the day of posting.

- *Cleanmail 2 and Cleanmail Plus 2*
  For mail to be delivered within three working days after the day of posting.

OCR or CBC?

Applying an OCR font
If you opt to apply an OCR font, please bear in mind that you're required to keep certain parts of the envelope free of text and artwork (so that we can print and recover route codes as your mail is machine sorted).

Perforated strips or tear off envelopes are not allowed, as our sorting machines cant process them.

Full guidance on designing your items and meeting our OCR specifications is provided in Appendix B, pages 63–68.

Applying a Customer Barcode
With CBC you have freer artistic licence.

Full guidance on designing your items and meeting our CBC specifications is provided in Appendix C, pages 69–75.

technical specifications of mail preparation

Depending on the service you've chosen, there are up to five stages to preparing your mail. Each stage is equally important. To qualify for a discount and ensure your mail is delivered efficiently, you need to meet all the relevant requirements. This guide will help you.

We realise that preparing your mail for the first time is a complicated process. If you have any queries whatsoever, please contact your Royal Mail account manager who will be happy to help.

1 addressing your mail

Getting the address right on every item you send is essential.

Appendix A on pages 59-62 explains why, what you need to do, and how we can help you maintain an accurate mailing database.

Benefit by including a return address
We always recommend that you include a return address on every item that you send, preferably on the reverse of the envelope and in clear type.

This simple inclusion pays dividends. It means that we're able to swiftly return any undeliverable mail to you. That way, you can update your database, cut wastage, reduce costs and improve targeting for future mailings.

Royal Mail International Bulk Mail
All items must carry a valid *UK* return address

Include a return address when paying with a Printed Postage Impression (PPI)
The inclusion of a return address is mandatory if you wish to have your undeliverable items returned. See page 55 for details.

Help and advice
If you have any queries on the PPI conditions, please contact your Royal Mail account manager or call your local Royal Mail Sales Centre on ***08457 950 950****.*

2 sorting your mail

If you've opted to send your items by Cleanmail® or Cleanmail Plus™, you do not need to sort your mail before handing it to us. Please skip to stage 3, page 31.

If you're sending your items by Mailsort® (120, 700 or 1400) Presstream®, Walksort®, Presstream® Walksort® or Royal Mail International Bulk Mail™, you are required to sort your mail to varying levels of detail. These pages provide the necessary guidance.

If you're wondering how sorting your mail is processed through our system – so we can reward you with a discount – we've included a brief explanation here.

The journey of unsorted mail
When unsorted mail is put into the Royal Mail system, it's first sorted at one of our Mail Centres – the office that's local to where the mail was posted or collected.

It then travels to the Mail Centre nearest the delivery address. There, mail is sorted again – to the appropriate Delivery Office.

At the Delivery Office, our postmen and women sort the mail to its postal walk.

The journey of sorted mail
Mailsort uses Postcodes to sort your mail according to specific Mailsort plans, which we'll supply.

Royal Mail International Bulk Mail items
The international items are sent, as a single selection to Heathrow Worldwide Distribution Centre (HWDC), where they are sorted by machine to destination country.

We have four different levels of customer sort:

Mailsort® 120 sorting
When you use Mailsort 120, you're sorting your items to approximately 120 different selections: the 120 Postcode areas or so, which are served by Mail Centres. So, by sorting your items, they go straight from your premises to our Mail Centres.

At the Mail Centre, your mail is further sorted by machine to a Walksort level (for local Delivery Offices and individual postal walks).

Mailsort® 700 sorting
Like Mailsort 120, your Mailsort 700 items go straight to the Mail Centre. However, you've refined your sorting further (to 700 machine sort plans). This extra preparation reduces the level of machine sorting that we have to do before passing it to the local Delivery Offices (where your items are received, pre-sorted to individual postal walks).

Mailsort® 1400 and Presstream® sorting
By sorting your mail to approximately 1400 selections, we can send it straight to the local Delivery Offices (of which there are around 1400 in the UK). There, we manually sort your mail to individual postal walks.

Walksort® and Presstream® Walksort® sorting
Walksort mail is sorted right down to the individual postal walks and therefore attracts the highest level of discount.

Mailsort® & Presstream® computer sorting

Using the Mailsort® Database
The Mailsort Database, available free of charge, contains all the data you need to sort your items provided you have the appropriate software. An introduction to the Mailsort Database can be found under the Mailsort checklist (page 10).

Mailsort 700, 1400 and Presstream mailings are split into Direct and Residue selections. Mailsort 120 mailings are only sorted to a Residue selection level.

What are Direct selections?
Direct selections are sorted to the level of a local Delivery Office or sort plan and generate a higher discount.

The Mailsort Database contains around 1400 Direct selections.

What are Residue selections?
Residue selections are sorted to a Postcode area level. As the name suggests, these selections are remainders – or residues – from Direct selections.

They could be Residue selections for a couple of reasons. First, there might not be enough items to meet the minimum volume criteria for a Direct selection (25 items for Letter-sized items or five items for Packet-sized items). Or they may be Residue selections because the item didn't include a Postcode, or only part of a Postcode (and therefore needed to be matched via the post town).

The Mailsort Database contains about 120 Residue selections.

Standard Selection Codes (SSC)
This is the third, and final term you need to understand for computer sorting.

Each selection in the Mailsort Database is allocated a unique numeric code – the Standard Selection Code (SSC). The main purpose of the Code is to identify Direct and Residue selections for computer sorting. SSCs are also used for bag label identification (this is discussed in section 3).

A Direct selection has a five-digit SSC. A Residue selection has a three-digit SSC (the first three numbers of the direct selection code).

Mailsort® 120
Your mail only needs to be sorted to the Residue level (i.e. the first three digits of the SSC).

Mailsort® 700
For your Mailsort 700 mailing, a number of your MS 700 Direct selections are combined – reflecting the fact that mail is sorted by a mechanised process. This level of sorting is abbreviated to the term 'Mech Direct selections'. The minimum number of items for Mech Direct selections is the same as for Mailsort Letters (25 items).

Important
For Mailsort 700 only
- *Only the first four digits of the SSC are used to define the Mech Direct selection code*
- *Only items with a full postcode and therefore a customer barcode can be assigned to a Mech Direct selection. Your Mailsort 700 mailing will also include Residue selections.*

Mailsort® 1400 and Presstream ®
Like Mailsort 700, your Mailsort 1400 and Presstream mailings will include both Direct and Residue selections.

Important
1. *If your items do not fall within our Direct or Residue selection categories, they are not eligible for discount and should be sent by First or Second Class tariff (depending on when you wish your mail delivered).*
2. *You may be able to post Residue items from a Mailsort 1400 or Mailsort 700 mailing as a Mailsort 120 mailing, as long as all specifications are met. This is a cost effective alternative.*

Sequencing of Direct and Residue selections
Most of the time, it's advisable to have all the Direct selections sequenced first, followed by Residue selections.

However, for Mailsort 1 1400, Mailsort 1 700, Mailsort 1 120 and Presstream 1 mailings, you must sequence your mail geographically to ensure that for mailings over more than one collection, the most distant selections are collected and processed by Royal Mail first.

You have two options for sequencing your mail by geographic area:
1. Each Residue selection follows the Direct selections to which it relates.
2. All Residue selections come after all the Direct selections.

It's advisable to use the first of these options to ensure that you meet the 1st class latest posting times for each geographical region. Posting times can be obtained from your account manager or at **www.royalmail.com/mailsorttechnical**

Geographic sequencing
The UK has been split into geographic regions, each labelled with a letter.

The order of posting changes depending on the Distribution Centre into which you are posting. Please check with your account manager which Centre's sequencing you should use, or visit **www.royalmail.com/mailsorttechnical**

Important
The order of posting is subject to change with each new release of the Mailsort Database.

Computer output
With all pre-sorted services, it's advisable to electronically sort your mailing list with the help of our Mailsort Database.

When a computer runs a sortation program, it should output the following:
- A computer planning report*
- A line listing*
- The addresses (on labels, etc)
- Bag labels, or information required to produce them.

You should produce the line listing, addresses and bag labels in the same sequence. The output from the computer can be customised.

It is possible to sort your mailing manually, but you should give careful consideration to the amount of time and work this would involve.

Input information
Data (known as mailing parameters) must be fed into the computer for each mailing. Information required includes:
- *Class of service:*
  Mailsort has a choice of 1, 2 or 3: Presstream has 1 or 2
- *Sortation level:*
  Mailsort 120, 700 or 1400
- *Minimum selection size:*
  The standard minimum for letters is 25 and 5 for packets. This can be set higher (but not lower) in order to reduce the number of bags that are required to be made up; however this will increase the number of residues and hence the cost of the mailing.
- *Item weight(s):*
  This is required to calculate the cost of the mailing. You also need to input this data so that the computer can determine how many bags are needed for your mailing – there is a maximum bag weight of 11 kg – and to help produce bag labels.

Updating the Mailsort® Database
The Mailsort Database is updated every 12–24 months to reflect any Postcode changes. As a registered database user, you'll be advised of changes and the arrangements for implementing updates. Help us to help keep you informed by keeping your details up to date. Please register online at www.royalmail.com/mailsorttechnical.

*Denotes mandatory documentation.

Walksort® and Presstream® Walksort® computer sorting

The Walksort® Database
In the same way as Mailsort 1400 and Presstream are sorted identically, Walksort and Presstream Walksort are sorted in the same way, using the same software program.

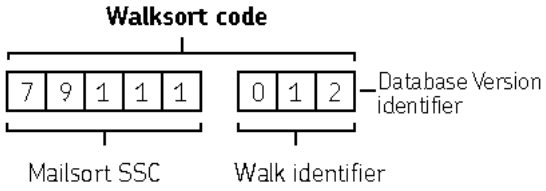
The Walksort Database, available free of charge, contains all the data you need to sort your mailing so we can deliver items directly to each postal walk. You'll need to write or commission software to use the Database.

Walksort software is available from software suppliers, please see the Walksort Checklist on page 14 for details.

The Walksort® code
The Walksort Database contains a record for every Postcode, and assigns to the Postcode an 8 digit Walksort code – which is unique to each individual postal walk.

This 8 digit code is made up from:
- The 5 digits of the Mailsort Standard Selection Code (SSC) – this assigns the items to a Delivery Office
- 3 digit walk identifier – this assigns the item to a specific walk within that Delivery Office area
- A single digit – this assigns the database version identifier.

The Walksort code is always numeric.



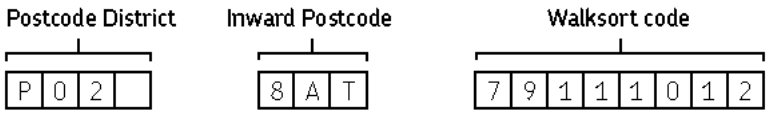
- For further details on Mailsort SSCs please see page 24.

The Walksort® data files

The Walksort Database consists of two files, called WALKA and WALKB. The WALKA file, the format of which is outlined below, consists of a record for each Postcode with its associated Walksort selection code.

Field	Size	Type	Comments
Postcode District	4	Alphanumeric	Left justified, uppercase only
Inward Postcode	3	Alphanumeric	Uppercase only
Walksort code	8	Numeric	Mailsort Standard Selection Code (SSC) and walk identifier

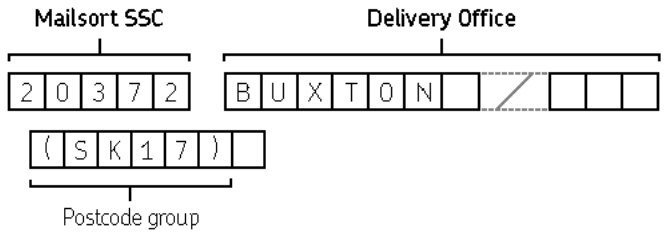
For example, a typical record within WALKA is:



The second file, WALKB, contains the required bag label text for your Walksort bags, see Labelling your mail, page 37. This is the same text as for Mailsort Direct Selection bags.

Field	Size	Type	Comments
Standard Selection Code	5	Numeric	Unique identifier of Selection Code Direct Selections
Label Text	75	Alphanumeric	Bag label text for this Direct Selection, including Delivery Office, Postcode group and Network Sortation code

A typical record within WALKB, showing the Mailsort SSC, Delivery Office and Postcode group is:



Using the Walksort® Database

Coding and sorting your mail

There are basically two separate processes for both Walksort and Presstream Walksort.

The first process is allocating selection codes to your addresses with the WALKA data file. The second process is sorting your mail, according to these selection codes, to bundles which relate to the postal walk.

All bundles for a Delivery Office are then put into a bag, subject to the 11kg limit.

What the software produces

When you run the computer program that enables you to sort your Walksort or Presstream Walksort mailing, it should produce the following:

- A computer planning report, see page 44
- A line listing, see page 46
- The addresses (on the labels or envelopes etc)
- Bag labels, or information required to produce them, see page 37.

Updating your Walksort® database

The Mailsort database is updated every 12 to 24 months and remains fairly consistent with itself. However, our postal walks at local level change more frequently. As a result, the Walksort database is updated monthly. You can access the new Walksort database on the first Monday of each month by visiting **www.royalmail.com/mailsorttechnical.** *Help us to help keep you informed by keeping your details up to date. Please register online at www.royalmail.com/mailsorttechnical.*

We recommend that you download the latest version of the Walksort database before you process each mailing. Although it is not compulsory for you to use the latest Walksort database, please bear in mind:

- You must always use a database that is no more than four months old
- You must, if you access your database from a Compact Disc (CD), ensure that the CD is the latest version.

Where there is a delay between the sorting of your mailing and its collection by Royal Mail, you need to take care that the Walksort database you initially used is still current.

Your Walksort database needs to be updated to account for changes in:

- The Mailsort database from which it is derived
- Postal walks
- Postcodes.

We will advise you of changes and arrangements for implementing updates.

Royal Mail International Bulk Mail™ computer sorting

The International Mailsort Database
Royal Mail International Bulk Mail allows you to sort your international items at the same time as your Mailsort, Presstream or Walksort inland items. In addition to the processes described over the last few pages, the software will now need the international addresses to be added from the International Mailsort Database. The delivery speed and address can then be validated.

The International Mailsort Database is currently used to process Destination Sort mailings, and is free to download from
www.royalmail.com/mailsorttechnical

Software
The website above also provides a list of software suppliers who supply accredited Royal Mail International Bulk Mail software. If you wish to write your own software, we will need to test it. The site also contains details of how to download the test data, and where to send your results.

If you are only sending International items and your address list is relatively small, you may not wish to purchase a standalone software package. In these instances you may be able to produce a spreadsheet, which generates the documentation as well as a data file for E*Pro. An example of how this can also be found at the website above. We will need to check that the E*Pro file is suitable.

As with all mailings, if discrepancies arise between a physical mailing and the accompanying documentation, loss of discount, and ultimately service suspension can result. We do recommend that a full software solution be utilised.

International Selections and Standard Selection Codes (SSCs)
An Inland SSC denotes a delivery office, however, all International items are bound initially for our Heathrow Worldwide Distribution Centre (HWDC). The items will be processed according to their service speed. There are three International SSCs for within the Mailsort Database;

- 99891 for Priority items
- 99893 for Standard items
- 99895 for Economy items

International items, which cannot be matched, should be tagged to

- 99899 – International Unmailable.

Example
If all international items are Priority, you will create a single selection for 99891.

It may be helpful when combining Royal Mail International Bulk Mail with a Walksort or Presstream Walksort mailing to extend the Standard Selection Code by adding three zeroes to produce an 8-digit code as per Walksort.

Sequencing of International and Inland mailings
You need to hand over all International items at the same time, on the same collection, so it is best practice to produce all International items at the same time. It is also good practice to sequence the International items first, especially if you have Priority items.

Computer Output
It is advisable to electronically sort your mailing list with the help of our Databases.

Whether you have an Inland element to your mailing or not, the following must be produced;

- Computer planning report – extended to include 'Royal Mail International Bulk Mail selections' alongside direct and/or residue selections
- A line listing – extended to include separate lines for each international element of the mailing i.e. 99891, 99893, 99895
- The addresses (on labels, etc). All addresses **must** contain the destination country name on it's own, spelt correctly, in upright capitals on the last line of the address, regardless of individual country protocol
- Bag labels, or information required to produce them
- A data file which contains the information required for E*Pro. This file will contain a count of items by country along with weight and format information. This is key to Royal Mail International Bulk Mail in order to simplify the billing complexity

It is possible to sort your mailing manually, although, the manual transfer of information into E*pro would negate the cost and time savings made.

Input information
Data (known as mailing parameters) must be fed into the computer for each mailing. Information required includes;

- *Class of Service*:
  Priority, Standard or Economy. Please note that not all service speeds are available to all locations. Therefore a decision process must be put in place to determine which service an item should default to when the requested service is not available
- *Item weight(s):*
  This is required to calculate the cost of the mailing. You also need to input this data so that the computer can determine how many bags are needed for your mailing – there is a maximum bag weight of 11kg – and to help produce bag labels.
- *Format:*
  All items within a mailing must be of the same format. The format determines the price
- *Destination country:*
  This information will need to be picked up from the address file, recognised, validated and added to the E*Pro data file in order for correct invoicing

Important
Updating the International Mailsort Database
The International Mailsort Database is subject to constant but irregular amendments. Once you have registered, in order to download the database, you will receive notification of updates.
Help us to help keep you informed by keeping your details up to date. Please register online at www.royalmail.com/mailsorttechnical.

3 bundling, bagging and traying

We'll provide everything you need to gather your mailing items together, including labels and ties for customers adding final labels.

If you're using Cleanmail® or Cleanmail Plus™, you simply need to place your items in trays – please turn to page 36.

If you're using Mailsort®, Presstream®, Walksort® or Presstream® Walksort®, you first need to bundle your items correctly and then put your mail in the bags provided. Each bag should not weigh more than 11kg (a manageable weight to be carried by hand). Please turn to page 32 for Mailsort® or Presstream® and page 34 for Walksort® and Presstream® Walksort®.
Royal Mail International Bulk Mail™ can be found on page 32.

Mailsort®, Presstream® & Royal Mail International Bulk Mail™ bundling and bagging

All items for a single Direct or Residue selection must be bundled and bagged.

Please remember that a bag may only contain items for a single Direct or Residue selection.

Preparing for despatch
Mailsort, Presstream and Royal Mail International Bulk Mail mailings, which do not meet our specification, may need additional manual sortation by Royal Mail. In such circumstances, you will not qualify for a discount and your mail may be delayed. Please ensure you meet the following guidelines.

Selection break marking
To determine when a new bag must be started and a new label provided, you'll need to distinguish where the items for one selection end and a new selection begins. There are a variety of ways to do this.

- When you print the Mailsort Standard Selection Code (SSC) near the address, you know it's time for a new bag when the code changes.
- You can have your software set up to print a distinguishing mark (e.g. three asterisks) on the last item in each selection, or work through the printout of your sorted mailing list and mark it by hand.
- You can produce a blank label or a selection break indicator label between each selection.

Royal Mail International Bulk Mail selection break marking
A single selection will be sufficient for the majority of your mailings. Where a service speed is not available to a particular destination you will need to select another and it is possible that a mailing may contain Priority, Standard and Economy items. In this case three bags would be required. Marking selection breaks is the same as detailed above.

Bundling your mail
Face and tie your mail
To help prevent your mail from being damaged or delayed during transit you must face and tie items as follows:

- Gather together items of one selection
- Order them so that the addresses all face towards you and are the same way up
- Cross strap with an elastic band, string or similar material. Don't tie a bundle any thicker than can be easily picked up with one hand (approximately 10–15cm).

Whichever method is used, the bundles must be securely tied. Royal Mail does not provide the material for bundling.

Important

- *For heavy items (e.g. periodicals, catalogues or annual reports), bundles should be securely tied.*
- *Odd or wedged-shaped items should be counter-stacked, with the top half facing the opposite way to the bottom half.*
- *For large packets, it may be easier to handle the items singularly.*

Bagging your mail
Please use a separate bag for each selection. Once your mailing list has been sorted, you'll know the number of selections and bags you need. This information can be quickly looked up in the line listing. The number of labels required matches the number of bags you need.

You can put as many items for one selection in a bag as will fit, so long as the bag weighs no more than 11kg and can still be securely tied.

Depending on the volume of your mailing, you may need more than one bag for a selection. To make sure you will not go over the 11kg weight limit, you can mark the bag breaks on the labels.

Items for a single selection should be placed into a single bag. If that bag is full or has reached 11kg, a further bag should be used. Please note that each selection should have only one bag, which is not either full or at its maximum weight.

Important

- *There is no minimum weight requirement as long as the selection criteria are met.*
- *Each bag must contain bundles for only one Direct or one Residue selection.*
- *You must attach the correct bag label for the selection inside the bag.*

Mailsort®, Presstream® & Royal Mail International Bulk Mail™

Geographic sequencing
For 1st class mailings, you must sequence your mail geographically to ensure that, for mailings over one collection, the most distant are collected and processed by us first.

The UK has been divided into 7 regions, labelled with a letter.

The order of posting changes depending on the Distribution Centre into which you are posting. Please check with your account manager which centre's sequencing you should use or visit **www.royalmail.com/mailsort**

Spread of posting
We understand that it is not always practical to complete an entire posting in one day. Postings may therefore be spread over a number of days by arrangement with Royal Mail. In all cases, the minimum quantity per day should not be less than 1,000 packets or 4,000 letters (except on the final day of the mailing).

Postings of up to 250,000 items may be made over a maximum period of five working days. Postings of more than 250,000 items may be made up to a maximum period of 20 working days, depending on the volume. The maximum number of working days permissible is calculated by dividing the total number of items by 50,000.

Number of items being posted	Max number of days to post items
250,000	5
300,000	6
350,000	7
400,000	8
500,000	10
600,000	12
700,000	14
800,000	16
900,000	18
1,000,000	20

These recommendations will help ensure a fluid handover of mail and may be varied in light of the nature of the posting. When the posting has to be spread over a number of days, early notification is important.

A posting cheque (see page 48) must accompany each day's posting and should be handed over with the last collection of the day.

Important

- In the case of Presstream, any mailing or part of a mailing, which fails to meet the minimum volume, will be charged the straight-line price for the minimum volume. In order to minimise mailing costs the minimum volume should be met, on all days of a spread mailing.
- All International items must be handed over at the same time, on the same collection.

Walksort® & Presstream® Walksort® bundling and bagging

Preparing for despatch
Walksort and Presstream Walksort mailings, which are not presented to our specification, may require additional manual sorting by Royal Mail. In such circumstances, you will not qualify for a Walksort or Presstream Walksort discount and your mail may be delayed. Please ensure you meet the following guidelines.

Selection break marking
To determine when a new bag must be started and a new label provided you'll need to distinguish where the items for one selection end and a new selection begins. There are a variety of ways to do this.

- When you print the Walksort Standard Selection Code near the address, you know it's time for a new bag when the Mailsort element (first 5 digits) of the code changes.
- You can have your software set up to print a distinguishable mark (e.g. three asterisks) on the last item in each selection, or work through the printout of your sorted mailing list and mark it by hand.
- You can produce a blank label or a selection break indicator label between each selection.

You must also use a similar method to distinguish between different delivery walks for bundling.

Address labels
You can choose whether to print your addresses on a label, or directly onto your Walksort item.

All items must show the Walksort code on the address label, or through the envelope window. This helps in the correct allocation of your items to both bundles and bags at the end of the mailing.

Alternatively you may choose to put the relevant Walksort code on each bundle label.

Bundling your mail
Face and tie
To help prevent your mail from being damaged or delayed during transit, you must face and tie items as follows:

- Gather together items of one Walksort selection
- Order them so that the addresses all face towards you and are the same way up
- Cross strap with an elastic band, string or similar material. Don't tie a bundle any thicker than can be easily picked up with one hand (approximately 10–15cm).

Group according to walks
Your Walksort items must be securely bundled into individual walks, and faced in the same direction. Where there are too many items per walk to go into a single bundle i.e. more than can be comfortably held in the hand), a walk may be split across more than one bundle.

However, it's extremely important that you do not place items destined for different walks within the same bundle.

Important

- *For heavy items (ege.g. periodicals, catalogue or annual reports), bundles should be securely tied*
- *Odd or wedged-shaped items must be counter stacked, with the top half facing the opposite way to the bottom half.*

Whichever method is used, the bundles must be securely tied.

Remember to check that your Walksort items meet our mailpiece parameters (see page 14). For Presstream Walksort see page 12. There is also no equivalent of a Mailsort Residue selection within Walksorted mailings – those items without a Postcode, or to which a Walksort code is not added, cannot be posted under Walksort or Presstream Walksort.

If any of your mail cannot be matched to a Walksort selection code, it must be sent through another Royal Mail service (normally the Standard Tariff).

Bundle and bag labels

We will provide you with bundle and blank bag labels, as well as any other stationery that you may require to undertake your Walksort mailing.

Having bundled your items by Walksort code, you must label each individual walk bundle with a standard Walksort bundle label – as shown below.

This mail has been

WALKSORTED

Not to be split before Delivery Frame

Alternatively, a Walksort identifier can be included on bundle strapping or on each individual mailpiece.

Bagging your mail

Walksort bundles destined for the same Mailsort selection (5 digit SSC) are put into the same bag. To ensure the health and safety of your staff and ours, it's essential you ensure that none of your bags weigh more than 11kg.

Never mix mailings for different services

Your Walksort or Presstream Walksort mailings must never be mixed with a Mailsort mailing – even if you have Mailsort items, Walksort and Presstream Walksort items destined for the same delivery office.

Walksort® 1 and Presstream® Walksort® 1

Geographic sequencing

For 1st class mailings, you must sequence your mail geographically to ensure that, for mailings over one collection, the most distant are collected and processed by us first.

The UK has been divided into 7 regions, labelled with a letter.

The order of posting changes depending on the Distribution Centre into which you are posting. Please check with your Customer Operations Manager which centre's sequencing you should use or visit **www.royalmail.com/mailsort**

Spread of posting

We understand that it is not always practical to complete an entire posting in one day. Postings may therefore be spread over a number of days by arrangement with Royal Mail. In all cases, the minimum quantity per day should not be less than 1,000 packets or 4,000 letters (except on the final day of the mailing for Walksort.)

Within a Presstream Walksort mailing every day must meet the minimum volume, otherwise it will be charged at the straight-line price for the minimum volume.

Postings of up to 250,000 items may be made over a maximum period of five working days. Postings of more than 250,000 items may be made up to a maximum period of 20 working days, depending on the volume. The maximum number of working days permissible is calculated by dividing the total number of items by 50,000.

Number of items being posted	Max number of days to post items
250,000	5
300,000	6
350,000	7
400,000	8
500,000	10
600,000	12
700,000	14
800,000	16
900,000	18
1,000,000	20

These recommendations will help ensure a fluid handover of mail and may be varied in light of the nature of the posting. When the posting has to be spread over a number of days, early notification is important.

A posting cheque (see page 48) must accompany each day's posting and should be handed over with the last collection of the day.

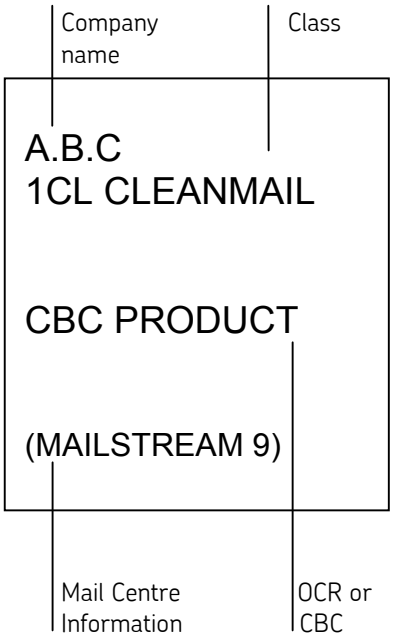
Cleanmail® & Cleanmail Plus™ 'traying'

Presenting your mail in trays
Cleanmail and Cleanmail Plus items must be presented in trays, which are provided by us.

Your items should all be upside down and facing the front of the tray.

Please do not mix mail being sent by different delivery speeds, i.e. First or Second class. Nor should mail with Customer Barcodes (CBC) and Optical Character Recognition (OCR) fonts be placed in the same trays.

Your Customer Operations Manager will also provide you with labels for your trays. Please state which delivery speed you're using (1 or 2) and whether you're sending items with a CBC or OCR font (Cleanmail CBC or Cleanmail OCR).



Important
Cleanmail and Cleanmail Plus items of differing sizes (e.g. C5 & DL) can be part of the same day's mailing but they must be the same class of service and use the same payment indicator (see page 56).

4 Labelling your mail

For Cleanmail® and Cleanmail Plus™ mailings, you simply need to label your trays. This is covered on the previous page.

For all Mailsort, Walksort, Presstream (including Presstream Walksort) and Royal Mail International Bulk Mail services you must always use Customer Final Bag Labels, which indicate the full route taken by the bag. These are available through our Bureau service, or in some instances we'll supply you with a printer. Your software may be able to print these as part of the sortation process.

customer final labels (CFL)

Final bag labels contain sorting information for the journey from the Royal Mail Distribution Centre where the mail is accepted, to the Delivery Offices.

CFL Database
We will provide you with a database containing the final labelling information, including Royal Mail geographic and network segregation codes. You'll need your own software to access this database and print out the final bag label information onto backing labels.

You'll be updated when we make alterations to this routing data. We can also provide you with a label printer where appropriate. Please consult your account manager.

Free bureau service
Alternatively, we also produce final bag labels for free from the line listing supplied by you. A minimum of 48 hours notice is required. Please ask your account manager for further details.

Label layout
Mailsort 1400 and Presstream Customer Final Labels are illustrated on the opposite page. Please see the following pages for examples of Mailsort 120, Mailsort 700 and Walksort labels, which all vary slightly. Royal Mail International Bulk Mail labels differ again. Examples can be found on page 42.

Despatch Office
This field contains the abbreviation for the Distribution Centre where we accept the mail.

Day of posting
The text for the day of posting varies according to the delivery speed chosen. For Mailsort, Presstream, Walksort and Presstream Walksort 1 and 2, you indicate which day of the week you want your mail to be posted.

For Mailsort 3, the 'Delivery By' field should be left blank unless you're presenting the mailing in pre-segregated cages.

For Mailsort 3 (Deferred Delivery), you add the date of the first day you want your items to be released for delivery.

Customer ID
This field contains the customer's name or reference number.

Alpha code
This code denotes the geographic region to which your mail is being posted. It allows us to sequence your mail for processing.

Standard Selection Code (SSC)
This defines the Postcode range of the mail contained within the bag.

Destination description
For Mailsort, Presstream, Walksort and Presstream Walksort mailings, the Destination Description contains the Postcode group. For barcoded mailings, this field contains the appropriate Royal Mail Sorting Machine Plan number.

Destination Office
The Destination Office for Direct selections is usually the Delivery Office to which the bag is sent. The Destination Office for Residues (Mailsort and Presstream) is usually the Mail Centre to which the bag is sent.

Contents description
This indicates the type of mail contained within the bag. There are four types available, listed below. Please consult with your Royal Mail account manager to determine which should be used.

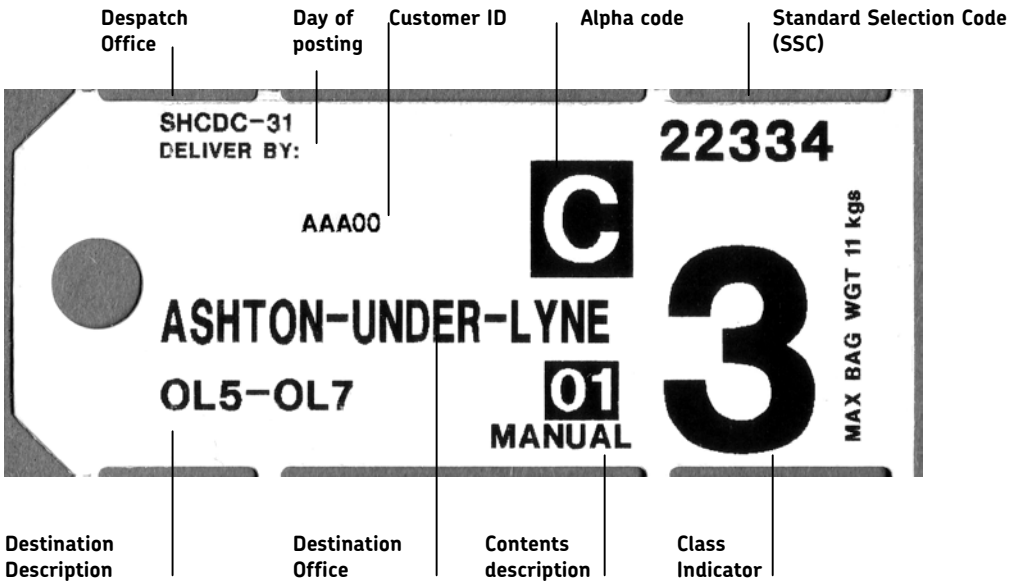
Class indicator
This refers to the delivery service. There are up to four classes: 1, 2, 3 and Defer – refer to the example labels opposite.

Bag contents description codes

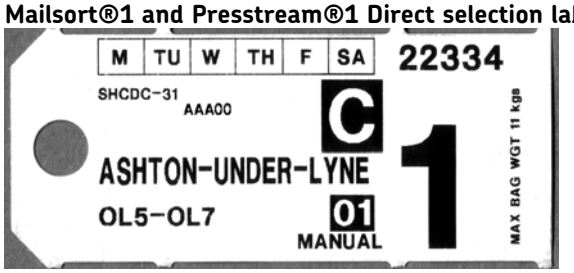
Product	Contents of bag	Label text
Mailsort 120 CBC/700	Barcoded	BARCODE
Mailsort 120 OCR	OCR Compatible	OCR
Mailsort 1400 & Presstream	Non-machineable letters (Default)	MANUAL
Walksort & Presstream Walksort	Walksorted	WALKSORT

Examples of final labels: Mailsort® 1400 & Presstream®

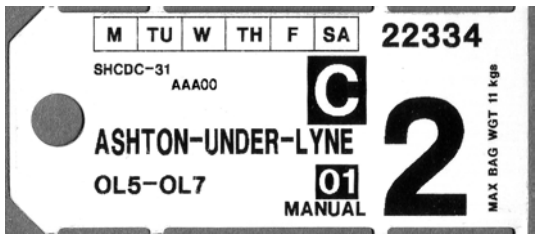
Mailsort®3 Direct selection label



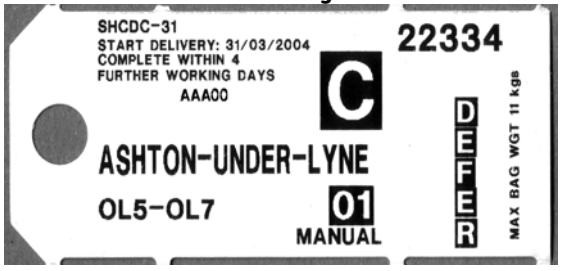
Mailsort®1 and Presstream®1 Direct selection label



Mailsort®2 and Presstream®2 Direct selection label



Mailsort®3 Deferred Mailing Direct selection label



Examples of final labels: Mailsort® 120 and Mailsort® 700

Final labels: Mailsort® 120
Customer Final Labelling is mandatory for Mailsort 120.

The final bag labels and the information displayed on them depend on the Mailsort 120 service used.

- The barcode option requires yellow labels and the text from the 'mechfl.dat' data file on the Mailsort Database.
- The OCR option requires yellow labels and the text from the 'msortfl.dat' data file on the Mailsort Database.
- The Contents Description indicator for Mailsort 120 should be either 'BARCODED' or 'OCR' depending on which option is being used.

Mailsort® 120 label (OCR)

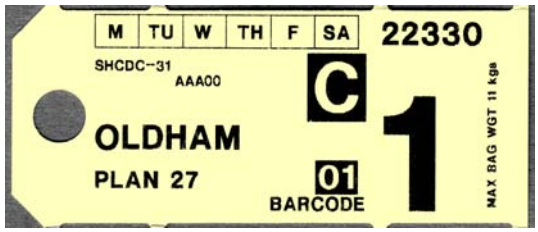
Mailsort® 120 label (CBC)

Final labels: Mailsort® 700
Customer Final Labelling is mandatory for Mailsort 700.

Mailsort 700 final labels look different from Mailsort 1400 ones.

- They are yellow.
- The Delivery Office in each case is replaced by the Mail Centre.
- The Second Destination line always shows the Mech Plan number on which the contents of the bag are to be sorted.
- For Residue selections, the additional characters '(RES)' are added to the Mech Plan number.
- The only Contents Description indicator valid for Mailsort 700 is BARCODED and this must appear on the Final Label.

Mailsort® 700
Direct selection label

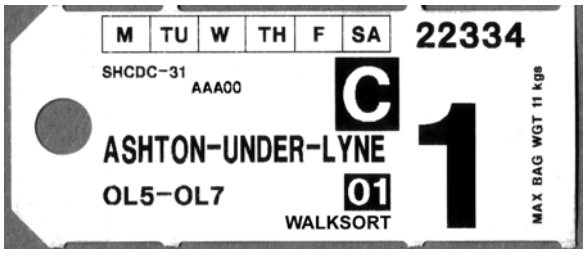


Mailsort® 700
Residue selection label

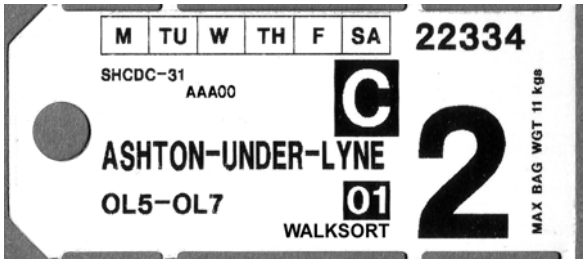
Examples of final labels: Walksort® and Presstream® Walksort®

Final labels: Walksort® and Presstream® Walksort®
The bag labels for Walksort postings are identical to Mailsort Direct labels except for the contents description, which is 'Walksort'.

Walksort® and Presstream® Walksort® 1 label



Walksort® and Presstream® Walksort® 2 label



Important
Customer Final Labels are mandatory for Walksort and Presstream Walksort.

Examples of final labels: Royal Mail International Bulk Mail™

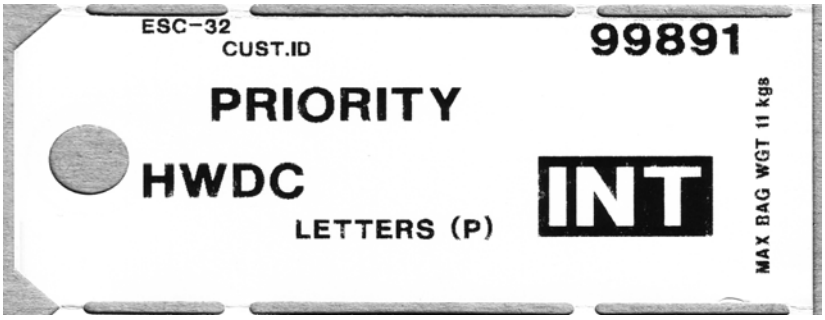
Final labels: Royal Mail International Bulk Mail™ Customer Final labelling is mandatory for Royal Mail International Bulk Mail.

As all bags are bound for Heathrow Worldwide Distribution Centre (HWDC) and the speed & format determine the way the mail is handled the final labels differ from those required for the Inland elements.

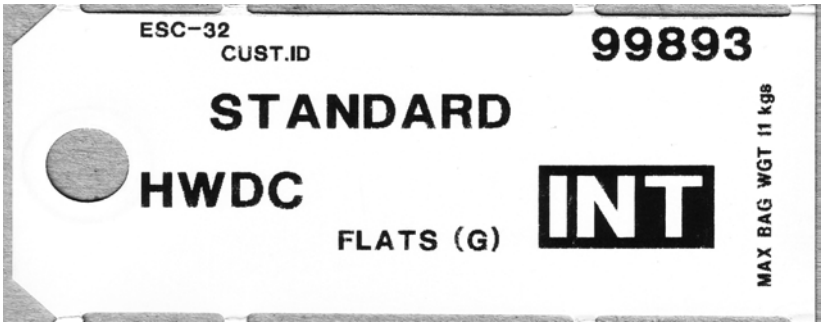
Labels can be either yellow or white; this is determined by the colour of the labels on the Inland element.

Examples of the labels are shown below.

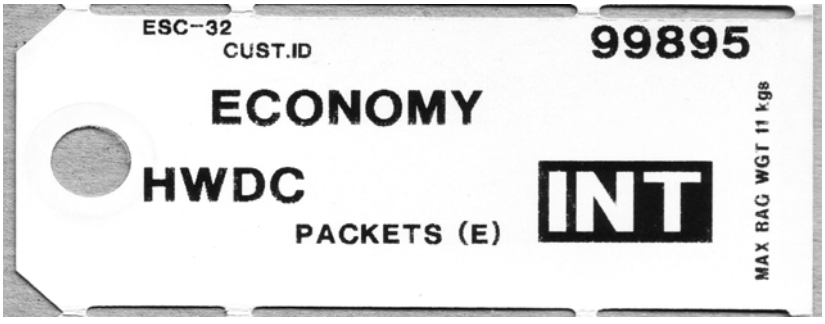
Priority Letter



Standard Flat



Economy Packet



5 documentation

The fifth and final stage of the technical requirements is to enclose the correct documentation with your mailing, which is summarised below and set out on the following pages. For most services, you'll need to enclose similar documentation. Cleanmail® and Cleanmail Plus™ are the exceptions, requiring a posting cheque and a York Cage Card only.

You can save time and transactional handling costs by using E*Pro, our online facility to complete electronic posting cheques. E*pro offers a host of benefits over paper cheques, including greater visibility of your finances and the ability to produce reports. See page 48 for details.

For Royal Mail International Bulk Mail™, E*pro is mandatory.

Documentation	Mailsort 120	Mailsort 700	Mailsort 1400	Walksort	Cleanmail/ Cleanmail Plus	Presstream	Presstream Walksort	Royal Mail International Bulk Mail
Computer planning report	✔	✔	✔	✔		✔	✔	✔
Line listing	✔	✔	✔	✔		✔	✔	✔
E*Pro/Posting cheque	✔	✔	✔	✔	✔	✔	✔	✔
Customer collection receipt	✔	✔	✔	✔		✔	✔	✔
Customer cage card	✔	✔	✔	✔		✔	✔	✔
York cage card					✔			

computer planning report

You must provide a computer planning report (shown opposite) with your Mailsort, Presstream, Walksort and Presstream Walksort postings. Where Royal Mail International Bulk Mail is combined with one of these mailings, the Sortation Statistic section should be extended, as shown on the example on this page.

This report may give an indication of the cost of your mailing. However, the actual mailing might vary slightly and, consequently, so will the actual cost.

The report can be tailored to suit your needs, but it must contain the:

- Name and address of the poster (or contract holder)
- Service required – including the International Service Speed where appropriate
- Number of Direct and, for Mailsort and Presstream, Residue selection items (for international selections, the number of international items)
- Number of Direct and, for Mailsort and Presstream, Residue bags (for international selections, the number of international bags)
- Percentage of mail Postcoded
- Weight of each letter or packet
- Percentage of DPS accuracy (CBC only)
- Job reference number

Customers who wish to submit an electronic computer planning report may do so by prior arrangement. Please see your Customer Operations Manager for more details.

Example of a Mailsort® 1400 or Presstream® incorporating Royal Mail International Bulk Mail™ computer planning report

XYZ Company **123 A Street** **Town** **Postcode**	**Mailsort 1400 Posting** **Date: 30 May 2005**			
Mailsort Service	3*			
Minimum Selection Size	25*			
Weight of Item	65g*			
Royal Mail International Bulk Mail Service	Priority			
Presortation Statistics				
Address records processed	21482			
Postcodes matched	20321			
Post towns matched	347			
Addresses not matched	814			
Number suitable for Mailsort	20668			
Postcode Statistics				
(% of address records processed)				
Full Postcode	94.0*			
Outward Postcodes only	1.8			
Postcode level	95.8			
No Postcode	4.2			
Sortation Statistics	Number	Items	%Match	Bags
Direct selections	208	10551*	42	322*
Residue selections	81	10117*	41	159*
Royal Mail International Bulk Mail	2	4261*	17	63*
selections	289	20668*	100	481*
Totals				
COST & DISCOUNTS				
Number of Mailsort items	20668			
Item Weight (g)	65			
Postal Rate (p)	p			
Straight-line item cost	p			
Straight-line total cost	£			
Direct selection discount				
(10551 items at XX%)	(£)			
Residue selection discount				
(10117 items at XX%)	(£)			
Mailsort Discounted cost	£			
TOTAL DISCOUNTED COST	**£**			
*Indicates all mandatory information				

For up-to-date prices, please refer to the rate cards by visiting **www.royalmail.com/library** or call **08457 950 950**

Example of a Walksort ® or Presstream® Walksort®
Computer planning report

XYZ Company **123 A Street** **Town** **Postcode**	**Walksort Posting** **Date: 30 May 2005**			
Walksort Parameters Walksort Service Weight of item	 2 45g			
Presortation Statistics Address Records Processed 115,000 Postcodes Matched to Walksort Code Postcodes Unmatched	 115,000 112,875 2,125			
Penetration **(% of Addresses)** Total Walks in Posting Area e.g. Estimate Total Addresses (walks X average deliveries per walk) Walksort Mailing Penetration	 421 estimate of total addresses must be above 10%			
Sortation Statistics Walksort Selections	**Number** 421	**Items** 112,875	**%Match** 98%	**Bags** 603
Cost & Discounts Total Number of Items Postal Rate (p) Straight-line Item Cost Straight-line Total Cost	 112,875 p p £			
Walksort Selection Discount (112,875 Items @ XX%)	 (£)			
Total Discounted Cost	**£**			

For up-to-date prices, please refer to the rate cards by visiting **www.royalmail.com/library** or call **08457 950 950**

line listing

The line listing is one of the elements produced by your Mailsort®, Presstream® and Walksort® software.

What it contains

- The contract holder's name.
- The date of the mailing.
- Information on the amount of items that fall under each Standard Selection or Walksort code.
- A cumulative total on each line for items and bags.
- It should also show a subtotal for each Standard Direct (5 digit) selection code (including Royal Mail International Bulk Mail where appropriate).

What it's for

The line listing will:

- Help you complete the posting cheque, so that the total quantity to be dispatched can be easily identified
- Help your mail room handle your mailings more effectively
- Reduce errors on posting cheques, for example when a posting is split over a weekend or public holiday period.

How many copies you need

You will probably need three copies:

- One for your own records, which will probably also be marked up by the person filling in the posting cheque
- One for use on the production line, which may be written on and thrown away once the job is complete
- One to hand to us at the time of the first collection of the mailing, or beforehand where possible.

Customers who wish to submit an electronic line listing may do so by prior arrangement. Please see your Customer Operations Manager for more details.

Example of a Mailsort® 1400 or Presstream® line listing with Royal Mail International Bulk Mail elements

XYZ Company Mailsort 1400 Line Listing Letters Volume 115,000	Mailsort 1400 Posting Date: 30 May 2005				
Selection Code	**Selection name**	**No. of items**	**Cumulative No. of items**	**Estimated No. of bags**	**Cumulative No. of bags**
99891	Priority International Items	2931	2931	41	41
99893	Standard International Items	214	3145	5	46
20112	Bolton (BL1–BL2, BL11, BL78, BL80)	114	3259	1	47
20121	Bury (BL8–BL9, BL0)	49	3308	1	48
20223	Wigan (WN4–WN6)	84	3392	1	49
20311	Stockport (SK2)	75	3467	1	50
20341	Macclesfield (SK10–SK11	34	3501	1	51
20631	Manchester (M31, M41/URMSTON)	28	3529	1	52
20911	Oldham (OL1, OL3–OL4, OL9, OL95)	89	3618	1	53
20931	Rochdale (OL11–OL12, OL16)	47	3665	1	54
28021	Preston (PR1–PR2, PR11, PR0)	46	3711	1	55
28032	Preston (PR5/ SOUTH)	44	3755	1	56
28042	Southport (PR8)	33	3788	1	57

Example of a Walksort® or Presstream® Walksort® line listing

XYZ Company Walksort Line Listing Letters Volume 112,875	Walksort Posting Date: 30 May 2005			
Selection Code	**Total No. Of items**	**Cumulative No. of items**	**Estimated No. of bags**	**Cumulative No. of bags**
20112001	236	236		
20112002	114	350		
20112003	312	662		
20112006	24	686		
20112007	403	1089		
20112011	212	1301		
20112012	52	1353		
20112	**1353**		**7**	**7**
20121001	284	1637		
20121003	362	1999		
20121004	255	2254		
20121013	163	2417		
20121	**1064**		**5**	**12**

posting cheque

Save time and money with electronic posting cheques
An alternative option to paper posting cheques is our electronic E-Pro system allows you to complete and send posting cheques online. To do this, all you need is access to Internet Explorer 5.5.

E-Pro posting cheques provide priced information as cheques are submitted, and additional reporting facilities are available online.

To access Royal Mail International Bulk Mail™, you must use E*Pro. Paper cheques can be used for other products where E*Pro is not required.

To register or find out more, please contact your account manager.

Each posting must have a cheque. You'll also need to provide a daily posting cheque for postings spread over more than one day.

Posting cheques vary per service:
- For Mailsort (120, 700 and 1400), Presstream and Walksort services, please use posting cheque CA81
- For Cleanmail, posting cheque CA80 should be used.

Examples of both posting cheques are shown on the opposite page.

Any spoilt posting cheques should be marked 'spoiled' and sent with the others in an envelope. It's essential you forward a correctly completed posting cheque; incomplete or missing posting cheques may delay your mail.

Mailsort®, Presstream® and Walksort® posting cheques
The figures on the posting cheque may differ slightly from the computer planning report. This is to allow for late changes, which may include:
- A different letter or packet weight
- Production changes due to wastage during machine enclosing
- A lower print run

All changes resulting from production difficulties must be reflected in the posting cheque. The computer planning report is a plan of intention, while the posting cheque needs to be accurate as it forms the basis of the invoice.

Mailsort®, Presstream® and Walksort posting cheques only
The posting cheque reflects quantities of a given mailing posted up to Royal Mail's cut-off time of 5.00pm – in some cases later posting times may vary. Contact your Distribution Centre or Customer Operations Manager for details and times for your posting area.

In the case of multiple posting days, a copy of the line listing must be sent with the first collection. Subsequent posting cheques should include the range of selection codes, which apply to that posting cheque.

Volume Related Discounts
Mailsort® 1, 2 and 3 (700 and 120 only) and Mailsort® 3 1400
To gain the benefits of discounts on one day's posting for Mailsort 1, 2 and 3 there are two options.

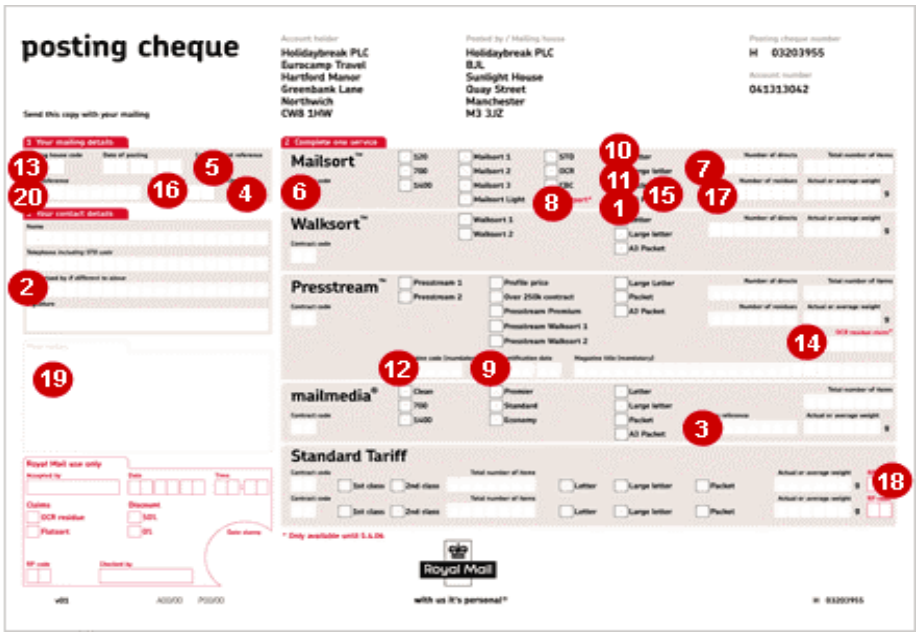
The preferred option is as follows: complete one posting cheque for the entire day's posting. You will need to show in the comments field all the jobs or part jobs included on that cheque. We will include the volume related discount in your invoice. (This option we believe is most beneficial to you, as it eases accounting).

If you cannot show all postings for one day on a single posting cheque (usually because postings are at different weights), complete a number of posting cheques using the same reference number (001–999) on each cheque (see point 5 on the next page). In this case the volume related discount will be sent to you by credit note.

Important
Postings across more than one product, different delivery speeds and different sites cannot be combined for Mailsort 1 and 2 (700 and 120) volume related discounts.

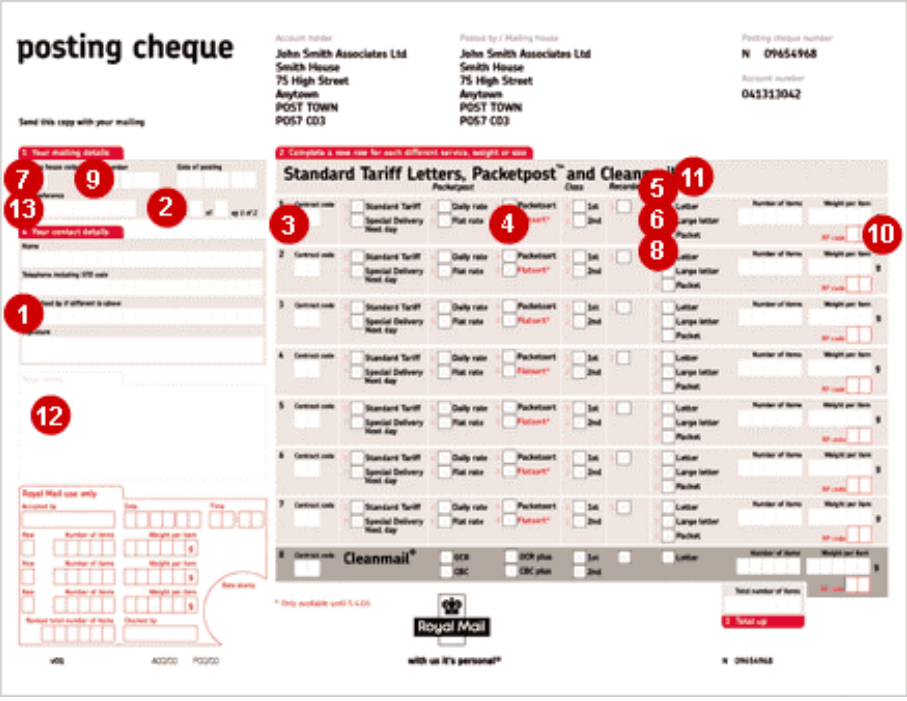
Help and advice
For help filling out posting cheques please refer to ***www.royalmail.com****. To learn more about the benefits of E*Pro, visit* ***www.royalmail.com/epro***

Example of a Mailsort® (120, 700 and 1400), Presstream® and Walksort® posting cheque: CA81



1. A3 packet (not used until August 21st 2006)
    a. Maximum weight is 750g
    b. Maximum height is 420mm
    c. Maximum width is 297mm
    d. Maximum thickness is 25mm
2. Authorised by – A person in your organisation with the authority to sign a Posting Cheque (if this is you, just give your own name or write 'as above').
3. Booking Reference – If you book Mailmedia services over the phone, you're given a reference number to quote on your Posting Cheque.
4. Cheque _ Of – Large mailings may need more than one Cheque. If so, we need to know how many Cheques are accompanying your mailing and in which order they appear (for example, "Cheque 1 of 4").
5. Consignment reference – Use a consignment reference when sending a single large mailing. It will give you the right volume-based discount. Remember, a consignment reference number links 'same' postings together so we can calculate an overall discount.
6. Contract Code – Your Royal Mail account may have several users, each identified by a unique code. Refer to your contract to check yours, or if in doubt, use 01
7. Directs (Direct Selection) – A selection sorted to local Delivery Office level. The Mailsort Database contains about 1400 Direct Selections
8. Flatsort. – The Flatsort service will be withdrawn from August 21st 2006. After that date, please use the Packetsort product with the large letter format.
9. Issue Identification date – An identifying publication date in dd/mm/yy format ensures the accuracy of the data included in your Circulation Audit Report.
10. Letter – (not used until August 21st 2006) – An item whose:
    a. Maximum weight is 100g
    b. Maximum height is 165mm
    c. Maximum width is 240 mm
    d. Maximum thickness is 5mm
11. Large Letter (not used until August 21st 2006) – An item whose:
    a. Maximum weight is 750g
    b. Maximum height is 353mm
    c. Maximum width is 250mm
    d. Maximum thickness is 25mm
12. Magazine Code – Issued when your publication is approved and then a Presstream account is opened. Please refer to your contract to check yours. You must enter both the magazine code and magazine title which relate to each other and to the magazine being sent.
13. Mailing House Code – A unique code we issue to each mailing house for identification.
14. OCR Residue Claims – We use our machines to sort mail. If you're sending Residue selections that meet OCR specifications, you can claim a saving. Just copy across the number of items you recorded in the previous box entitled 'number of residues', to claim your discount. Please note: this service will be withdrawn from 21st August 2006.
15. Packet (not used until August 21st 2006) – An item that is not a letter, large letter or A3 packet and whose:
    a. Maximum length is 610mm
    b. Maximum height is 460mm
    c. Maximum width is 460mm
    d. Maximum length for rolled items is 900mm with the length plus twice the diameter not exceeding 1040mm.
16. PPI and PPI Number – Printed Postage Impression is a pre-printed alternative to stamps or franking to show postage has been paid.
17. Residues (Residue selection) – A selection sorted to postcode area level. The Mailsort database contains about 120 Residue selections.
18. RP Code – This is for Royal Mail use only (so please ignore).
19. Your Notes – This space is for you to write down anything you may need to remember about your mailing. Royal Mail will respect your confidentiality.
20. Your Reference – To help with your accounts, any reference you choose to give here will appear on your invoice from us, along with the Posting Cheque number.

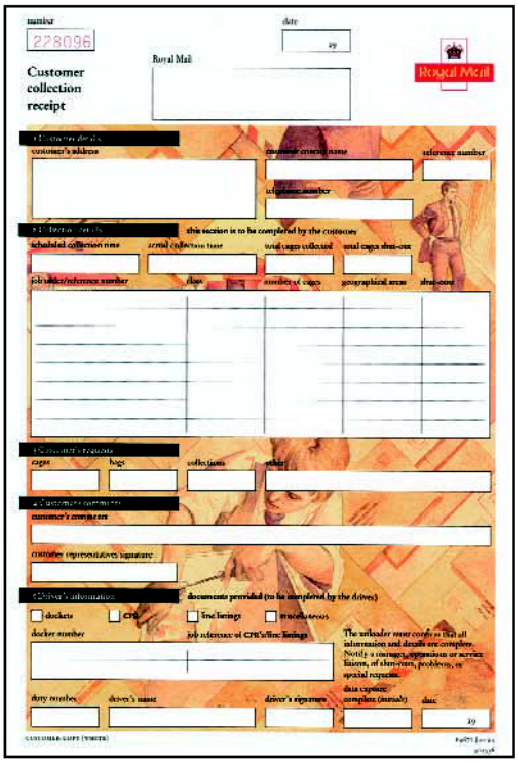
Example of a Cleanmail® posting cheque: CA80



1. Authorised by – A person in your organisation with the authority to sign a Posting Cheque (if this is you, just give your own name or write 'as above').
2. Cheque _ Of – Large mailings may need more than one Cheque. If so, we need to know how many Cheques are accompanying your mailing and in which order they appear (for example, "Cheque 1 of 4").
3. Contract Code – Your Royal Mail account may have several users, each identified by a unique code. Refer to your contract to check yours, or if in doubt, use 01.
4. Flatsort. – The Flatsort service will be withdrawn from August 21st 2006. After that date, please use the Packetsort product with the large letter format.
5. Letter – (not used until August 21st 2006) – An item whose:
    a. Maximum weight is 100g
    b. Maximum height is 165mm
    c. Maximum width is 240 mm
    d. Maximum thickness is 5mm
6. Large Letter (not used until August 21st 2006) – An item whose:
    a. Maximum weight is 750g
    b. Maximum height is 353mm
    c. Maximum width is 250mm
    d. Maximum thickness is 25mm
7. Mailing House Code – A unique code we issue to each mailing house for identification.
8. Packet (not used until August 21st 2006) – An item that is not a letter, large letter or A3 packet and whose:
    a. Maximum length is 610mm
    b. Maximum height is 460mm
    c. Maximum width is 460mm
    d. Maximum length for rolled items is 900mm with the length plus twice the diameter not exceeding 1040mm.
9. PPI and PPI Number – Printed Postage Impression is a pre-printed alternative to stamps or franking to show postage has been paid.
10. RP Code – This is for Royal Mail use only (so please ignore).
11. Size – You are not required to use this column until the service is introduced on August 21st 2006.
12. Your Notes – This space is for you to write down anything you may need to remember about your mailing. Royal Mail will respect your confidentiality.
13. Your Reference – To help with your accounts, any reference you choose to give here will appear on your invoice from us, along with the Posting Cheque number.

customer collection receipt and cage card

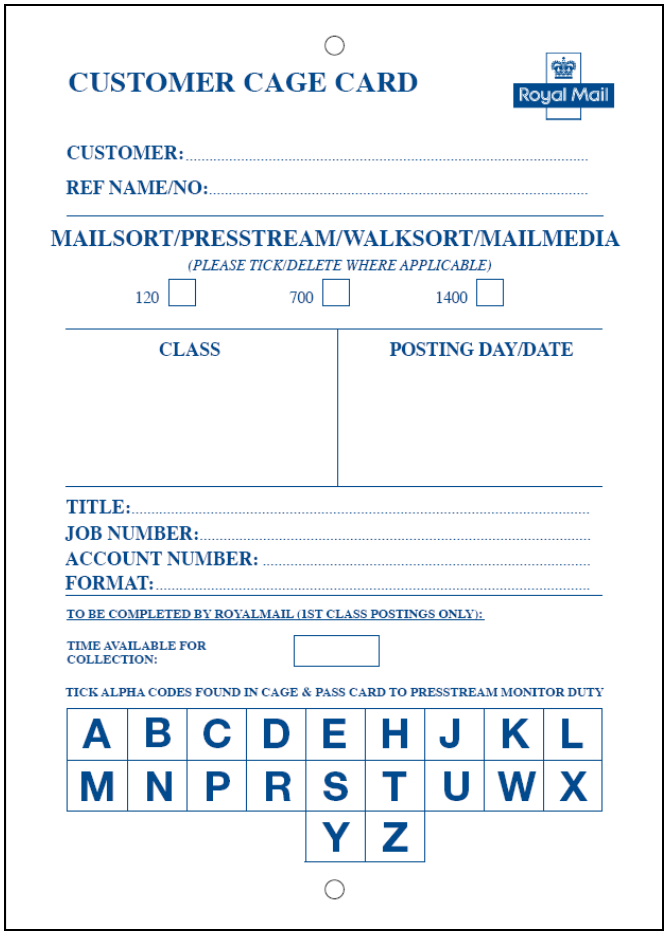
Customer Collection Receipt
A Customer Collection Receipt (CCR) must be completed for each collection. It indicates the number of cages collected for each separate posting and the service level used. It will be signed by both a member of Royal Mail's staff and the customer.



Customer cage card
For each mailing collected by, or delivered to Royal Mail, the customer must affix a customer cage card (supplied by Royal Mail) using adhesive strips or string to each cage to indicate its contents. This helps us identify consignments on arrival at the Distribution Centre. We can also ensure that the contents receive the correct treatment and are recorded against the appropriate job and customer.

The account number and job number reference must be entered for easy identification, in case we need to discuss your mailing.

For deferred mail, there is a deferred customer cage card which should be completed to clearly identify the commence delivery date.



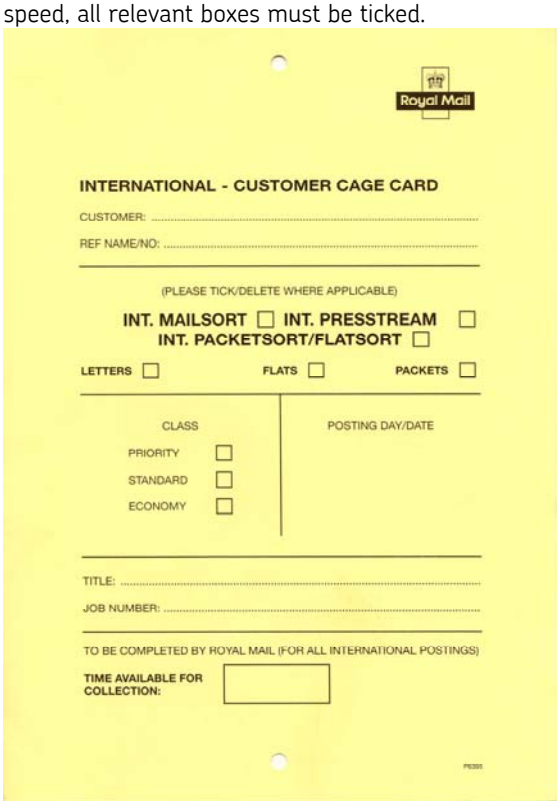
york cages, york cards and Royal Mail International Bulk Mail™ cards

York cages
Your local Mail Centre will provide you with York cages to transport and store your trays of Cleanmail. And Cleanmail Plus.

York cage cards
Your account manager will also provide you with tailored York cage cards – containing details of the Cleanmail and Cleanmail Plus services you're using and your company name. These cards simply slot in the cages.

Royal Mail International Bulk Mail™
International elements must be identified using a Royal Mail International Bulk Mail cage card. It is possible to mix International and Inland bags in a cage, but the cage must then have a cage card attached for both.

An example of an Royal Mail International Bulk Mail cage card is shown below. Please note that if the international element is made up of more than one speed, all relevant boxes must be ticked.


Royal Mail

INTERNATIONAL - CUSTOMER CAGE CARD

CUSTOMER: .....

REF NAME/NO: .....

(PLEASE TICK/DELETE WHERE APPLICABLE)

INT. MAILSORT ☐ INT. PRESSTREAM ☐
INT. PACKETSORT/FLATSORT ☐

LETTERS ☐ FLATS ☐ PACKETS ☐

CLASS
PRIORITY ☐
STANDARD ☐
ECONOMY ☐

POSTING DAY/DATE

TITLE: .....

JOB NUMBER: .....

TO BE COMPLETED BY ROYAL MAIL (FOR ALL INTERNATIONAL POSTINGS)

TIME AVAILABLE FOR COLLECTION: ☐

essential steps

How much notice to give us of your mailing, how to arrange a collection and how to pay for your service.

arranging your mail collection

Planning in your mailing
To ensure adequate planning please give suitable notice of posting, including accurate forecast of number of items, bags and cages. This allows not only staff planning, but also planning of collections, supply of bags, cages, documentation, labels and so on.

It also ensures efficient despatch of your mailing.

How much notice is required?
If you are posting continuously (daily) or regularly (at least once a week), you do not need to notify us of individual mailings. However, you should provide your local Accepting Office with a rolling forecast of the daily, weekly or monthly postings as appropriate.

Regular planning meetings should be scheduled to allow both parties to identify the resources required for the week or month ahead.

If you're a less regular user of our range of services, you must provide at least two working days' notice of intention to post. This will enable our Accepting Office to provide the appropriate resources.

Also for Cleanmail you are required to give us 24 hours notice if you are posting 4,000 letters above your normal levels.

Important
Failure to give the required period of notice or other information required will entitle Royal Mail to refuse to accept or collect the posting on the date requested.

Arranging a collection
Free collection from your premises is provided (for UK mainland customers only).

Mailsort®, Presstream® and Walksort® – delivery speed 1
If you're sending Mailsort, Presstream or Walksort by delivery speed 1, we'll need your mailing by the published latest posting time for this speed. Please contact your account manager or visit **www.royalmail.com/mailsorttechnical** for details.

Mailsort®, Presstream® and Walksort® mailings – delivery speeds 2 and 3
Under standard contract terms, Mailsort (120, 700 and 1400), Presstream and Walksort mailings must be ready for collection from customer premises by 5.00pm at the latest (unless otherwise specified by Royal Mail). For collections originating in Northern Ireland and Scotland, mail should be available for collection by 3pm (with the exception of DD1-1, EH, FK, G, KA1-7, ML, PA1-15 and PH1-2 postcode areas where mail should be available for collection by 5.00pm.

Cleanmail® and Cleanmail Plus™ mailings
For Cleanmail, the latest acceptable time is 6pm under standard contract terms. This can move to 6.30pm or 7pm dependant on which postcode area you are posting into. Please check with your account manger or the local Royal Mail Sales Centre on **08457 950 950** to find out which time is specific to you.

Royal Mail International Bulk Mail™
The International elements must be handed over with the Inland elements. Where there are Priority elements and more than one collection, the international elements must be sent on the earliest collection.

paying for your delivery

Payment methods
There are a number of ways in which you can indicate that postage has been paid.

These payment methods are outlined in the table below. Please note that all items in one mailing need to be paid by the same method.

Where payment has been made in advance (either pre-paid, franking machine or stamps), discounts will either be refunded directly to you or credited to a postage account.

Printed Postage Impressions (PPIs)
Payment for a PPI may be in advance or, if you have been accepted for a credit account, via a postage account.

Examples of PPIs for all services are shown on the opposite page.

Postage stamps and franked mail
Where postage stamps are cancelled there is a charge of 10% of the gross postage.

Envelopes must be presented to us before sortation is undertaken.

Help and advice
Please contact your Royal Mail account manager for details about setting up a postage account and obtaining PPI artwork.

Don't forget to include a return address on every item (see page 21).

Payment Option:	Mailsort® 120	Mailsort® 700	Mailsort® 1400	Walksort®	Cleanmail®/ Cleanmail Plus™	Presstream®	Presstream® Walksort®	Royal Mail International Bulk Mail™
Printed Postage Impression (PPI)	✔	✔	✔	✔	✔	✔	✔	✔
Franking Machine Impression	✔ Not MS3	✔ Not MS3	✔ Not MS3	✔	✔	✔	✔	
Postage Stamp(s)	✔	✔	✔	✔		✔	✔	

Mailsort® PPIs

Walksort®, Presstream® and Presstream® Walksort® PPIs

Cleanmail® and Cleanmail Plus™

International Items

Royal Mail International Bulk Mail™ items must carry a PPI. The PPI will be determined by the Inland element and will not affect the service the items receive.

appendices

Please check the table opposite for the relevant appendices.

select the relevant appendix

Appendix A contains important information on addressing your items and is relevant for all services.

If you've chosen to apply an Optical Character Recognition (OCR) font or Customer Barcode (CBC), please make sure you read the relevant Appendix (B or C) in detail.

Mixed weight mailings are covered in Appendix D.

	A Addressing your items	B Using OCR	C Using CBC	D Mixed weight mailings	E Customs Forms
Mailsort 120 OCR	✔	✔		Up to 100g only	
Mailsort 120 CBC	✔		✔	Up to 100g only	
Mailsort 700	✔		✔	Up to 100g only	
Mailsort 1400	✔			✔	
Presstream	✔			✔	
Walksort	✔			✔	
Presstream Walksort	✔			✔	
Royal Mail International Bulk Mail	✔	✔		✔	✔
Cleanmail / Cleanmail Plus OCR	✔	✔		Up to 100g only	
Cleanmail/ Cleanmail Plus CBC	✔		✔	Up to 100g only	

appendix A: addressing your items

(i) Inland services

To benefit from any inland service, your mail must be accurately addressed.

For Mailsort 120, 700, 1400, Presstream and Cleanmail services, at least 90% of your addresses must carry an accurate address and Postcode. Royal Mail's Postcode Address File (PAF®) will help you to achieve this. For Cleanmail Plus, 95% and all of your Walksort and Presstream Walksort addresses must carry an accurate address and Postcode.

Managing Address Data
There are many benefits to maintaining your customer database with a high level of address quality, including:

- Improved perception of your company and your mailings by the recipient, which may lead to increased response rates
- Enhanced ability to target your mailings using demographic profiling tools
- Reduced production and postage costs through the elimination of duplicate records and undeliverable items.

It's important to remember that cleaning your address data should not be a one-off activity, but an ongoing process. You need to take into account changes to Postcodes and other address information over time and ensure that new records added to your database are accurate.

The best way to maintain the accuracy of your addresses is to link your customer database to Royal Mail's Postcode Address File by using one of the large number of products and services based on PAF® which are available.

PAF® contains 27 million UK addresses, including 1.7 million business addresses and 1.7 million Postcodes, which we constantly update to maintain its accuracy.

Managing Address Data products and services (derived from PAF®) are available in a variety of formats so you can choose the one most suitable to your business needs:

- As integrated solutions from our Data Solution Providers (independent licensed companies who use PAF® to develop and sell a range of address management products and tools)
- As raw electronic data, which you can process to suit your IT applications
- On a CD-ROM with search, sort, export and print software options
- In paper-based formats, including the Postal Address Book (a single regional source of correct addressing and general postal service information).

Where to go for more information

Royal Mail
For more information or to order Managing Address Data products:

- Call us on **08456 039038**
- Visit the Royal Mail website at **www.royalmail.com/atwork/amc**
- Order products via the Royal Mail website shop at **www.royalmail.com/shop**
- Order products from:
  Royal Mail Address Management Products
  FREEPOST SCO5731
  EDINBURGH
  EH12 9PG

Direct Marketing Association (UK)
Contact the DMA for free lists of computer bureaux, database consultants and computer software suppliers. As DMA members, all companies are subject to a strict approval process to ensure they meet quality standards and best practice. Members must abide by the DMA Code of Practice, which is monitored and administered by the independent authority of the DMA.

For further details, please contact:
Direct Marketing Association (UK)
DMA House
Haymarket House
70 Margaret Street
LONDON
W1W 8SS
Tel: 020 7291 3300
Email: dma@dma.org.uk
Web: www.dma.org.uk

Don't forget to include a return address
Including a return address on every item you mail always makes good business sense. It means we can return undeliverable items swiftly to you – reducing wastage, cutting costs and improving targeting for future mailings.

If you're paying for your service by applying a Printed Postage Impression (PPI) and would like us to return your undeliverable mail, it is now mandatory that you include a return address.

Please contact your account manager for further details.

The elements of an address
You must include one premise element, one thoroughfare element, one locality element and the Postcode as a minimum.
Other elements may be included. If there is no thoroughfare element contained in PAF® this need not be included.

To fully describe these requirements, each element is defined here.

1 Premise elements
You must include at least one of these four elements, so that a single delivery point is defined. For CBC mail this does not define a single delivery point, it must correspond to the accurate Delivery Point Suffix (DPS) if there is one in the barcode. You don't have to include all the premise elements, even if they are included in PAF®.

	J Bloggs
Organisation	Royal Mail
Sub-building	South Wing
Building name	Bell House
Building number	B-25 Bell Complex
Dependent thoroughfare	The Mews
Thoroughfare	300 Western Road
Double dependent locality	Otterley
Dependent locality	Hedge End
Post town	OXFORD
Postcode	OX4 5ZZ

2 Thoroughfare elements
PAF® will give one of three possible combinations:
- No thoroughfare: no need to include anything in this part of the address.
- A thoroughfare but not a dependent thoroughfare: include the thoroughfare.
- Both a dependent thoroughfare and a thoroughfare: include the former. If space allows you can also include the thoroughfare, though it's not compulsory.

3 Locality elements
You must include at least one locality element.
You don't have to include them all, even if they are included in PAF®. The post town should always be printed in capital letters (upper case), for example: BIRMINGHAM on a single line and the rest of the address can be either in all capital letters, or in capital and non-capital letters.

The post town may be followed by a County on the penultimate line of the address, provided that the space between post town and county is no more than two character spaces and that the Postcode is on the last line of the address.

The post town and postcode can be on the same line, provided that the post town precedes the postcode and the space between the two elements is one or two character spaces.

Help and advice
The simplest way to ensure an address is correct is to check that all the elements in the appropriate PAF® record is present.

4 Postcode
The address must contain the full and accurate Postcode. The Postcode must be able to generate an address from PAF® which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element).
The Postcode should always appear in capital letters on its own as the last line of the address. A postcode may be preceded by a County on the last line of address, provided that there are no more than one or two character spaces between both elements.
Please do not:
- underline or punctuate it.

Please put two character spaces between the two parts of the Postcode. The first part (i.e. OX4) is the outward code, the second (i.e. 5ZZ) is the inward code.

appendix A: addressing your items

(ii) International items

Sample addresses

Western Europe

Herr Franz Huber
Beethovenstrasse 12
1010 WIEN
AUSTRIA

M. Emile Dubois
Rue du Diamant 215
4800 VERVIERS
BELGIUM

Mr Thor Nielsen
Tietgensgade 137
8800 VIBORG
DENMARK

Mr Torben Raldorf
PO Box 100
COPENHAGEN
1004 VIBORG
DENMARK

Mr Asko Teirila
PO Box 511
39140 AKDENMAA
FINLAND

M.Robert MARIN
Rue de l'Eglise
Dunes
82340 AUVILLAR
FRANCE

Mme Marie PAGE
23 Rue de Grenell
75700 PARIS CEDEX
FRANCE

Mrs F Meier
Weberstr. 2
53113 BONN 1
GERMANY

Mr P Kunde
Lange Str. 12
04103 LEIPZIG
GERMANY

Mr George Latsis
Alkamenou 37
117 80 ATHENS
GREECE

Mr Jon Jonsson
Einimel 80
107 REYKJAVIK
ICELAND

Mr Gerard Carey
45 O'Connell Street
DUBLIN 1
REPUBLIC OF IRELAND
(Only Dublin has postcodes.)

Sig. Giovanni Masci
Via Garibaldi 27
47037 RIMINI RN
ITALY

M. Jaques Muller
71 route de Longway
4750 PETANGE
LUXEMBOURG
MONACO
(As France.)

Mr J van Dieten
Morsstr 111
2312 BK LEIDEN
THE NETHERLANDS
(There should be a double space between the postcode and the post town.)

Herr Hans Hansen
Svingen 22
9230 BEKKEHAUG
NORWAY

Senhor Carlos Manuel Pereira
Av das A'Augsa Livres
Monte Trigo
7220 PORTEL
PORTUGAL

Rosalina Silva
R Conde Redondo 80
1192 LISBOA CODEX
PORTUGAL

Sra Ana Jimenez
Mimbreras 4
03201 ELCHE (Alicante)
SPAIN
(The province should be included in brackets after the town.)

Fru Inger Lilja
Vasavagen 3 4tr
582 20 LINKOPING
SWEDEN

M. Andre Perret
Schanzenstrasse 7
3030 BERNE
SWITZERLAND

Important
Mail to France
When addressing mail to France, write the surname in CAPITAL letters.

Mail to Germany
Due to Germany's strict conditions for accepting mail, when addressing your items you must:

- *Use the five-digit postcode*
- *Put the postcode before the town name*
- *Put the house number after the street name.*

If the above is not carried out, your mail may be returned with no attempt at delivery. Some items are still being received with old four-digit postcodes, thus causing serious delays.

Sample addresses

Rest of World

Mr J Brownhall
264 High Street
ALLAMBIE NSW 2100
AUSTRALIA
(The State abbreviation should be inserted on the same line as, and between, the town and the postcode.)

Sr. Ronaldo Ganclaves
Av Paulista 952, Apto 16
B VISTA
01311-300 Sâo Paulo – SP
BRAZIL

Dr Tzantcho Gantchev
Dimo Hadjikimov 6
1606 SOFIA
BULGARIA

M. Jen Durand
150 Rue Nepeau App5
OTTAWA ON K1P 2P6
CANADA

Ana Car
Ilica 25
41 000 ZAGREB
CROATIA

M. Miroslav Ondevejka
Fibichova 92
125 02 PRAGUE 3
CZECH REPUBLIC

M. Horvath LASZLO
Budapest
Kossuth u.7
1055
HUNGARY

Mr G Kaul
27 Rue Yafo
91999 JERUSALEM
ISRAEL

Mr Yushi Morimoto
504 Kasumigaseki 1 chome
Chiyoda-ku
TOKYO
100
JAPAN

Mr Hong Kil-Dong
100 Sejongno, Jongno-gu
SEOUL 110-050
REPUBLIC OF KOREA

Mr Joaquim Cepeda
San Antonio Abad 120 – Piso 4
06820 CIUDAD DE MEXICO
MEXICO

Mr B Parker
64 Waterloo Quay
WELLINGTON 1
NEW ZEALAND

Mr Jan Kalinkowski
ul Cicha 5
62-806 KALISZ
POLAND

Mr Gheorghe Petraru
Bd Golescu 38
77113 BUCHAREST
ROMANIA

RUSSIAN FEDERATION
103375 MOSCOW K-375
Medyn oulitsa Gazagin 7
Ivanova I.S.
RUSSIAN FEDERATION

Mr Stevan Raukovic
Palmoticeva 2
11001 BELGRADE
SERBIA
(Items for the former Yugoslavia should be addressed to the Republic concerned.)

Mr Tan Kay Hui
532 Chai Chee Road
SINGAPORE 1646
REPUBLIC OF SINGAPORE

M Jan Kemr
Olsanka 18
820 01 BRATISLAVA 1
SLOVAK REPUBLIC

Mr Sudhorn Yoothong
13/54-26 Chaeng Waltana Road
Bang Kehn
BANGKOK 10002
THAILAND

Mr Mazhar Alkan
Iskele Caddesi 35
06101 ANKARA
TURKEY

Mrs L Projivalsky
252001 KIEV
Prospect F Skaryna
UKRAINE

Mr Joe Engle
1612 Dexter Street
FORT WAYNE IN 46805
UNITED STATES OF AMERICA

Mr Bill Harrison
347 L'Enfant Plaza SW
WASHINGTON DC 20260-6500
USA
(If only the first half of the postcode is known, this will be sufficient, although both parts are preferred. The abbreviation USA is also acceptable.)

appendix B: using OCR

(i) What kind of items you can send

Important
International items
This page applies to Royal Mail International Bulk Mail ***letter*** *formats.*

Though some of them may seem confusing, the guidelines opposite are basically the standards of 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply.

Mailsort 120 items of differing sizes (e.g. C5 and DL) can be part of the same day's mailing, but they must be the same class of service and use the same payment indicator.

Issues such as colour, design and layout of items are covered later in these guidelines.

Help and advice
If you have any questions, please contact your Royal Mail account manager. The company that provides your paper or prints your items should also be able to help.

OCR mail

Size, weight and format
Each item must:
- Not weigh more than 100g
- Rectangular items should be no smaller than 90mm x 140mm, and not larger than 165mm x 240mm
- Items printed in a 'portrait' format are not allowed.
- Square items should be no smaller than 140mm and 140mm, and not larger than 165mm x 165mm.

Thickness
Items must be between 0.25mm and 5mm thick.

Paper weight
Envelopes: 70gsm minimum.

Postcards: 200gsm minimum with a minimum thickness of 0.25mm.

Flexibility
Items must be flexible enough to bend into an 'S' along their longest edge. Don't enclose inflexible objects such as coins, keys and thick card coupons.

Material
You cannot use polythene, plastic or transparent items, or aperture envelopes (i.e. window envelopes with no plastic film).

Sealing
Seal each item well, taking care to avoid too much gum.
- You must not use metal clips or staples.
- The items must be securely sealed on all sides.
- Perforated and tear off slips are not acceptable.

Using window envelopes
If you intend your address to be read through a window, please follow these requirements:
- The window position must be at least 15mm from the left hand edge of the envelope, and at least 18mm from its bottom edge.
- The maximum gloss value of the window material should be 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specular gloss of plastic films.
- The window haze should not exceed 75% in accordance with ASTM D1003 Standard test method for haze of plastic films.
- The item inside the envelope must fit securely, and not move around. The address must always be fully visible with the required clear zone around the block.

The window should not infringe any of the clear zones on the mailpiece (see template on page 66).

(ii) Designing your items

Important
International items
This page applies to Royal Mail International Bulk Mail ***letter, flat and packet*** *formats.*

Before proceeding, please make sure that you have read Appendix A, pages 59-62, Addressing your items.

Using colour and logos

Paper colour
If your Mailsort items are to be delivered in envelopes, the most suitable colours for your envelopes are white, cream or buff. Other colours are possible, as long as they are light or pastel shades which contrast by at least 50% in tone with the address.

Please do not use red or dark coloured envelopes, as it makes it difficult for our machines to read the address or codes.

Printing
The address must be darker than the paper. For example don't print the address in white ink on dark paper.

Please do not use red or dark colour ink for printing logos, designs or text behind the address, as our machines cannot read against it.

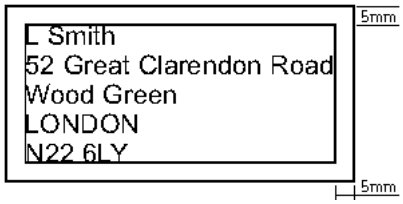
Background
Printing or embossing of security backgrounds, if essential, should be faint, of uniform consistency and be on the inside of the envelope. The contrast factor must not be greater than 10%.

Advertising, logos and other devices
These can be used on the envelope as long as they do not fall into any of the clear zones. They must not look like an address or a barcode.

The address
Please follow these guidelines:

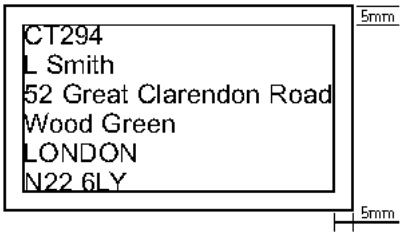
- All lines of the address must be left justified.
- The extremities of the address block must be at least 5mm away from the edge of the label or window.
- Excessively skewed addresses cannot be read. OCR can only tolerate a maximum skew of plus or minus five degrees from the horizontal.
- Punctuation should be avoided, if possible (for example, don't put commas or full stops at the end of lines).

The address block
The address block is defined as an imaginary box which surrounds the address (including the addressee's name). There must be a 5mm clear zone around this block. The address block must be at least 2mm away from the edge of any label or envelope window provided that there is a total of 5mm clear area between the edge of the address block and any print, graphics or patterning on the envelope or any other surrounding material



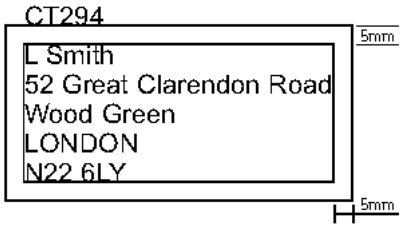
If you want to print a reference number or code near the address, this must be printed either:

1. Within the address block as the top line of the address (and left justified to form part of the address):

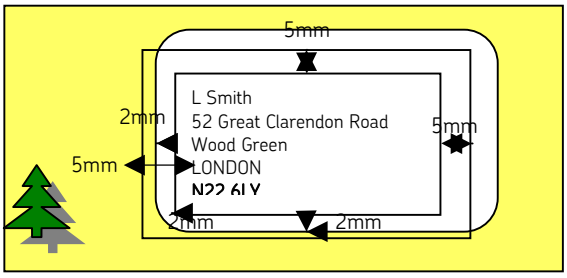


or

2. Outside the 5mm clear zone.



3. And here is the clear zone requirement with a window envelope (shaded area represents the envelope):



Note that whilst the window edge within the 5mm zone needs to be clear of print, graphics or patterning, it can be any colour – even black, as long as it is clear and solid.

appendix B
using OCR

(ii) Designing your items (*continued*)

Important
International items
This page applies to Royal Mail International Bulk Mail ***letter*** *formats. On other Royal Mail International Bulk Mail items, the address can appear anywhere on the largest two sides of a* ***flat****, or on any of the four largest sides of a* ***packet****.*

Areas you must not print in
You should leave the following areas clear of any markings. These areas are called 'clear zones', and are used by our machines to print and read codes on mail items and locate the address.

The address must not encroach into any of these clear zones.

1. 5mm around the address
2. 18mm from the bottom edge and 115mm from the right edge
3. A zone 15mm from the right hand edge and 70mm from the bottom edge
4. A zone 115mm from the right hand edge and 10mm high; with the zone's top edge starting 70mm from the bottom edge of the item.

In addition, no part of the address should fall within 40mm of the top of the mailpiece. Please see the OCR template opposite, which illustrates these clear zones. This is also available as a plastic template.

Help and advice
Getting the clear zones correct is very important – if you need help please contact your Royal Mail account manager.

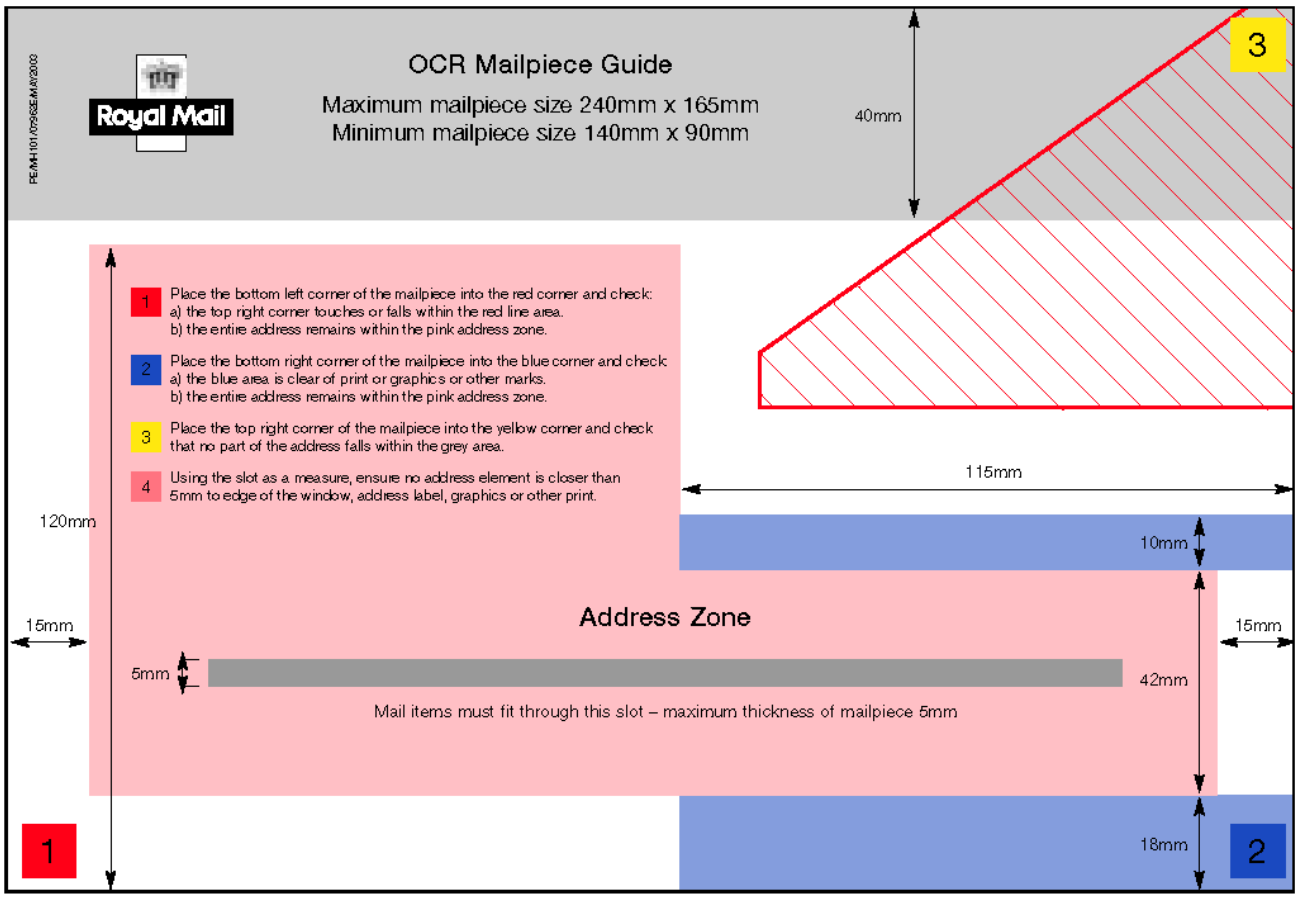
Can we check it for you?
Once you have passed the Quality Assurance process, if you are unsure whether a particular mailpiece complies with all the conditions, why not send us a sample in advance?

We will advise you of any problems, and suggest ways of redesigning it.

For more information please contact your Royal Mail account manager or call your local Royal Mail Sales Centre on **08457 950 950**

Example of an OCR template

Please note that this template is currently being amended to include square mail pieces. In the meantime point 1a on the template itself does not apply at present to square mailpieces.


OCR Mailpiece Guide
Maximum mailpiece size 240mm x 165mm
Minimum mailpiece size 140mm x 90mm
Royal Mail
40mm
3
1 Place the bottom left corner of the mailpiece into the red corner and check:
a) the top right corner touches or falls within the red line area.
b) the entire address remains within the pink address zone.
2 Place the bottom right corner of the mailpiece into the blue corner and check
a) the blue area is clear of print or graphics or other marks.
b) the entire address remains within the pink address zone.
3 Place the top right corner of the mailpiece into the yellow corner and check that no part of the address falls within the grey area.
4 Using the slot as a measure, ensure no address element is closer than 5mm to edge of the window, address label, graphics or other print.
115mm
120mm
10mm
15mm
Address Zone
15mm
5mm
42mm
Mail items must fit through this slot – maximum thickness of mailpiece 5mm
1
18mm
2

1. The address can appear anywhere within the pink shaded area, but must be at least 15mm from any edge and 5mm away from logo/design.
2. Please leave clear a zone 18mm from the bottom edge, and 115mm from the right edge. This is for Royal Mail codemarking.
3. Please leave clear a zone 115mm from the right edge and 10mm high, with its top edge 70mm from the bottom edge. This is for Royal Mail codemarking.
4. No part of the address can fall within 40mm of the top of the mailpiece.

Important
This diagram is not to scale

appendix B: using OCR

(iii) Sending OCR items

Important
International items
This page applies to International Bulk Mail ***Letter, Flat and Packet*** *formats.*

How it works
Using Optical Character Recognition enables you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality must be of a certain standard. For example, using typefaces that are more unevenly spaced than others (or printing labels on a printer where the ink is running low) may cause the item to be rejected and us having to resort to manual sorting mode – which can cause delay and affect your discount level.

Which typeface to use
There are a variety of fonts you can use, though we would recommend using one from the list opposite wherever possible. We would also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your account manager.

Important
OCR machines can read anything up to 32 characters per line (including spaces). OCR cannot recognise computer zero Ø) and ampersand (&). Script type or italic typefaces also cannot be read.

Opposite is the list of recommend typefaces:

Typefaces with the following characteristics are also suitable:

- Size – Height: 2mm min; 7mm max. Width: 7mm max.
- Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.

- Consistency – each line of the address should be in the same typeface and size.
- Quality – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character.
- Contrast – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window).
- Character spacing – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 8 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters. If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read.
- Line spacing – allow uniform spacing between all lines of the address, of at least 1mm (5 points).

recommended typefaces

Arial regular
10 – 12pt

Avant Garde regular
10 – 15pt

Century Schoolbook roman and **bold**
10 – 11pt

Courier regular and **bold**
10 – 15pt

Franklin Gothic book
10 – 14pt

Geneva regular
10 – 12pt

Helvetica regular and **bold**
10 – **15**pt

News Gothic MT regular and bold
10 - 12pt

Univers regular and bold
10 – **15**pt

Verdana regular
10 – 12pt

Things to avoid

The following are typical problems which can prevent your mail from being processed by an OCR machine.

- Characters with incorrect proportions

Stretched or condensed typefaces.

Overlarge or small characters.

- Quality of characters – which are poorly printed or defined, either because they have been printed by low quality printers or low resolution dot matrix printers, or because the printer needs maintenance (worn ribbon, low on toner etc).

- Characters with poor outlines – fuzzy or blurred, or strokes which are incomplete, broken or smeared, for any of the above reasons.
- Close character spacing – characters which touch adjacent characters, whether on the same line or those from above or below:

ManorRoad

ManorRoad
EALING

- Disproportionally or unevenly spaced text – characters or words which have too much space between them (more than four character widths or 10mm in size).

M a n o r R o a d

- Typeface styles – italic, inclined, graphic, pseudo-script or handwriting imitations. Typefaces with excessive serifs which touch or overlap adjacent characters or serifs.

Script handwriting

Generally, sans-serif fonts (below right) are preferable to serif fonts (below left).

Street Street

- Print contrast – printing white type on a black background or similar, or combinations of colours such as black print on a strong red background.

appendix C: using CBC

(i) What kind of items you can send

Help and advice
If you have any questions, please contact your Royal Mail account manager.
The company that provides your paper or prints your items should also be able to help.

What kind of items you can send
Though some of them may seem confusing, the guidelines opposite are basically the standards of 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply.

Mailsort 700 or 120 items of differing sizes (e.g. C5 and DL) can be part of the same day's mailing but they must be the same class of service and use the same payment indicator.

Issues such as colour, design and layout of items are covered later in these guidelines.

CBC mail

Size and weight
Each item must:
- Not weigh more than 100g
- Be no smaller than 90mm x 140mm, and not larger than 165mm x 240mm.

Thickness
Items must be between 0.25mm and 5mm thick.

Paper weight
Envelopes: 70gsm minimum.

Postcards: 200gsm minimum with a minimum thickness of 0.25mm.

Flexibility
Items must be flexible enough to bend easily into an 'S' shape along their longest edge. You must not enclose inflexible objects such as coins, keys and thick card coupons.

Material
You cannot use polythene, plastic or transparent items, or aperture envelopes (i.e. window envelopes without a plastic film). Perforated strips or tear off envelopes are also not allowed.

Design
If you need to print a separate barcode for your own use on the front of the envelope, please contact your Royal Mail account manager for advice on positioning to ensure that this does not affect our ability to read the Royal Mail barcode.

Sealing
Seal each item well, taking care to avoid too much gum.
- You must not use metal clips or staples.
- The items must be sealed on all sides.

Using window envelopes
If you intend your barcode to be read through a window, please follow these requirements:
- The window position must be at least 15mm from the left hand edge of the envelope, and at least 18mm from its bottom edge.
- The maximum gloss value of the window material should be 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specular gloss of plastic films.
- The window haze should not exceed 75% in accordance with ASTM D1003 Standard test method for haze of plastic films.
- The item inside the envelope must fit securely, and not move around. For CBC items the barcode must always be fully visible, with at least a 2mm clearzone around it, and straight, never rotating more than 5° compared to the edge of the envelope. The address must always be fully visible.

The window should not infringe any of the clear zones on the mailpiece (see the template on page 64).

(ii) Designing your items for CBC

Before proceeding, please make sure that you have read Appendix A, page 61, Addressing your items.

When addressing your items, please also note the following.

CBC items – including a Delivery Point Suffix
A Postcode is not always sufficient to uniquely identify each delivery point in the UK – for example in shared buildings. Some Postcodes relate to only one delivery point, while others may cover up to a hundred. The average is 18.

For that reason, a Delivery Point Suffix (DPS) has been developed. The DPS is a two-character code (a number then a letter) which enables each delivery point to be identified. The steps in finding the correct DPS for an address are explained on page 74.

The DPS should be included in the data converted into and printed as a barcode on all your CBC mail. All barcodes must include a DPS. This can be a default DPS (e.g. 9Z) or the accurate DPS for that address. Default DPSs are explained on page 74.

If we require an accurate DPS to be applied to each item, we will give you 12 months notice.

Important
The DPS should never be printed or written on the item except as part of the encoded barcode.

Using colour and logos
As well as gaining additional discount, a benefit of adding a barcode is greater creative flexibility in mailpiece design. You can use a greater range of colours and fonts and the only clearzone required is 2mm around the CBC.

Paper colour
Please do not use a red or dark coloured background, as our machines cannot see a barcode printed upon them.

Printing
The barcode must be darker than the paper. For example don't print the barcode in white ink on dark paper.

Background
Printing or embossing of security backgrounds, if essential, should be faint, of uniform consistency and be on the inside of the envelope. The contrast factor must not be greater than 10%

Barcode orientation
The barcode can be printed in any of the following orientations with reference to the bottom edge of the mail item:

- Normal horizontal
- Inverted horizontal
- Normal vertical
- Inverted vertical

Printing the barcode
For details on how and where to print the barcode please follow the specifications on page 73.

The CBC template on the next page illustrates the minimum/maximum mailpiece sizes and the positioning of barcodes which are described in detail within this guide.

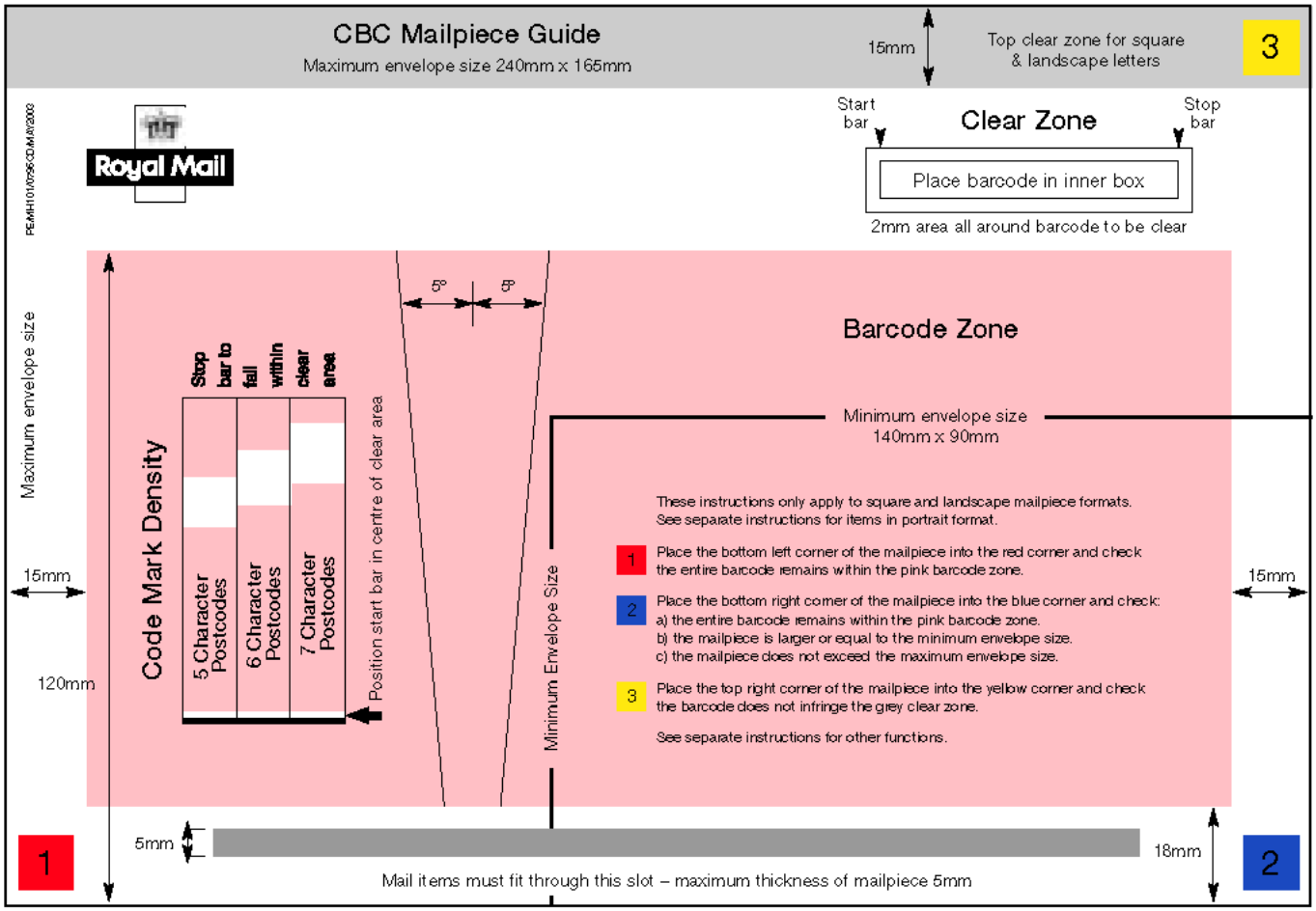
Using window envelopes
If you are using window envelopes please see the guidelines on page 69.

appendix C: using CBC

(ii) Designing your items for CBC *continued*

Example of barcode location on a mail item (a CBC template)

Please note that this template is currently being amended to include square mail pieces.


CBC Mailpiece Guide
Maximum envelope size 240mm x 165mm
15mm
Top clear zone for square & landscape letters
3
Start bar
Clear Zone
Stop bar
Place barcode in inner box
2mm area all around barcode to be clear
Royal Mail
Barcode Zone
Minimum envelope size 140mm x 90mm
Maximum envelope size
Code Mark Density
Stop bar to fall within clear area
5 Character Postcodes
6 Character Postcodes
7 Character Postcodes
Position start bar in centre of clear area
5°
5°
Minimum Envelope Size
15mm
120mm
15mm
These instructions only apply to square and landscape mailpiece formats.
See separate instructions for items in portrait format.
1 Place the bottom left corner of the mailpiece into the red corner and check the entire barcode remains within the pink barcode zone.
2 Place the bottom right corner of the mailpiece into the blue corner and check:
a) the entire barcode remains within the pink barcode zone.
b) the mailpiece is larger or equal to the minimum envelope size.
c) the mailpiece does not exceed the maximum envelope size.
3 Place the top right corner of the mailpiece into the yellow corner and check the barcode does not infringe the grey clear zone.
See separate instructions for other functions.
1
5mm
18mm
2
Mail items must fit through this slot – maximum thickness of mailpiece 5mm

Barcode location

The barcode must be printed on the front face of the mailing piece within the shaded area illustrated above (for landscape items). No part of the code may impinge on the unshaded area, as shown here.

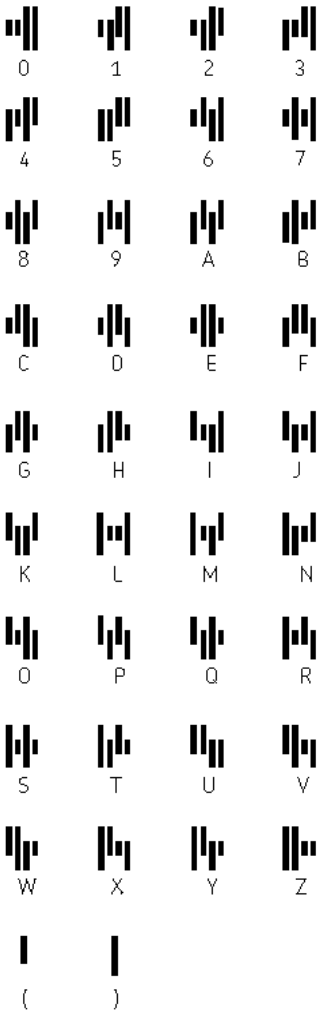
For portrait items the bottom edge is whichever of the longer edges to which the barcode is nearest, and the barcode must not fall within 18mm of this edge of 15mm of any other edge.

For square items the barcode must not fall within 18mm of the bottom edge or 15mm of any other edge.

(iii) Sending CBC mail

How it works
Customer Barcoding means printing a barcode on the item, as well as the address and Postcode.

The barcode gives our machines the exact information they need to sort the item for delivery. Mail with a correctly prepared and printed barcode passes swiftly through our machines, and as there are fewer 'reading' problems, items are rarely rejected and defaulted to manual sorting.



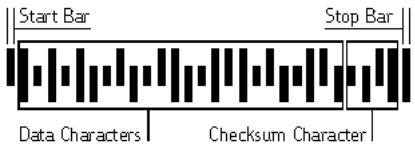
The basic principles of barcodes
We've developed a unique barcoding system for our mail sorting machines. It is capable of containing large amounts of data, and can be produced by all types of printing systems.

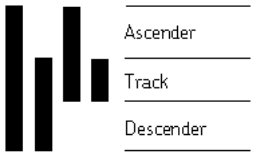
Each 'character' consists of four bars. Two of these have ascenders and two have descenders. There is also a track element in all bars.

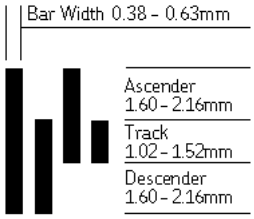
There are 38 valid characters:
- Numbers 0-9
- Letters A-Z
- Open and close brackets:(-).

A typical complete barcode
A complete customer barcode consists of:
- A start bar, positioned at the normal left hand end, next to the first significant data character.
- A set of 'characters' (each consisting of distinct bars and spaces) which give the Postcode (outward code then inward code).
- Two characters (a number plus a letter) which give the Delivery Point Suffix – see pages 70 and 74.
- A checksum character. This helps us spot errors. Checksum characters are explained on page 75.
- A stop bar, at the normal right hand end of the complete code next to the checksum character.

See the illustration below. These elements should only be printed in barcode format, and are in addition to the normal address and Postcode.







Code Density = 20 - 24 bars per 25.4mm and must be equally spaced.

appendix C: using CBC

(iii) Sending CBC mail *continued*

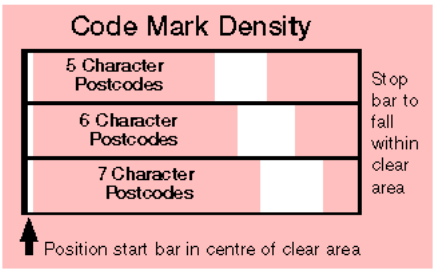
Printing the barcode
Royal Mail can supply you with a typeface for common software applications that produce barcodes. Or, we can provide a list of third parties who can carry out barcode printing on your behalf. To install the font onto a printer, you must purchase the font from the printer supplier.

Position
The exact positioning of your barcode is given below. In practice it's very straightforward to get the positioning right because we can provide you with the relevant template to overlay on top of your sample barcode, see page 71. The barcode must appear:

- On the front of your item
- At least 18mm from the bottom edge, and no more than 120mm from the bottom edge
- At least 15mm from the top edge
- At least 15mm from the right and left edges.

Length
The barcode must be a continuous string of characters, without gaps or space characters. You must set it at between 20 to 24 bars per 25.4mm. The characters must be equally spaced. The length of the barcode will vary depending on the number of characters in the Postcode.

The minimum possible length is 35.31mm – for a five character Postcode at 24 bars per inch (per 25.4mm). The maximum is 54.37mm – for a seven character Postcode at 20 bars per inch (per 25.4mm). See example shown opposite.


Code Mark Density
5 Character Postcodes
6 Character Postcodes
7 Character Postcodes
Stop bar to fall within clear area
Position start bar in centre of clear area

Overlay template
We can provide you with simple overlays which show if you have the correct length and density of the barcode.

Clear zone
Please print the barcode plus an additional 2mm clear zone around it on a background with a constant reflectance.

Edges of the barcode
These must be sharp and clearly defined. This helps eliminate misreading.

Sizes of the bars
The range of sizes are shown opposite.

Vertical alignment
The track element of the bars must be symmetrical to the centre line (C/L) see opposite.

Skew
Each bar of the code should be perpendicular to the edge of your item as possible, and to other bars. The most you can skew each bar is 5° in either direction.

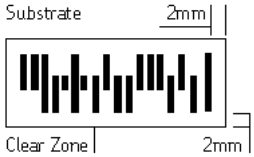
Optical specification
Please print your barcode so it contrasts with the underlying colour – for example black bars on a white background. There must be at least 30% difference in reflectance between the bars and the background. Print quality should be consistent throughout the code.

You'll need to take into account the print process you're using and the material onto which you're printing.

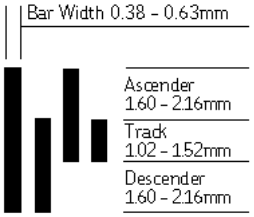
Creating the checksum character
If you don't use proprietary software from PIF® (Postcode Information File) or a Royal Mail approved co-supplier then you'll need to work out the checksum character yourself. This involves using an algorithm, described on page 75.

The checksum character is used as a means of error detection to ensure that the rest of the barcode is correct.

Clear zone

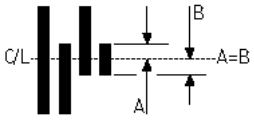


Size of bars



Code Density = 20 - 24 bars per 25.4mm and must be equally spaced.

Vertical alignment



(iv) Finding out the Delivery Point Suffix

Creating the DPS, including a Default DPS
A Delivery Point Suffix consists of a number then a letter. The number can be 1, 2, 3, 4, 5, 6, 7, 8 or 9. It cannot be 0. The letter can be any letter of the alphabet except for C, I, K, M, O or V.

Some addresses do not have a specific DPS. In such cases you should use a default DPS: either 9U, 9W, 9X, 9Y or 9Z. Whichever default DPS you use is up to you and the same one can be used for all addresses.

There are a number of ways in which you can find out the DPS.

If you get PAF® direct from Royal Mail
The DPS will be included with PAF® in both Compressed Standard or Main file format. However, if you take the information in any other format, you'll need to access the DPS through the Postcode Information File (PIF®) – see opposite.

If you get PAF® from a Value Added Reseller
You will need to talk to your supplier to arrange access to the Postcode Information File data – see opposite.

If you get address information from a bureau
The bureau can hard code their customer lists on an agency basis – much the same way as you may already have your lists Postcoded.

They can add the DPS to your lists at the same time.

Hard coding lists
Once a Postcode and DPS are allocated to an address, it is unlikely the address will change, although this may be necessary from time to time. It can therefore be beneficial to 'hard code' address lists with at least the DPS.

This makes it easier to access the information needed for the barcode, for the addition of just two bytes per record (one Kbyte per 500 records).

The checksum digit could also be hard coded, or could be allocated automatically at the time of printing through the use of a program.

Postcode Information File (PIF®)
We offer a file which enables you to identify the exact delivery address when, for example, the Postcode is shared by several addresses, and match it to the correct DPS and checksum character.

The file gives the Postcode, DPS and checksum character, plus an extra field (Delivery Point Data (DPD) that uniquely identifies the address.
For example:

Postcode	DPS	Checksum character	Delivery Point Data
SO31 6XY	1A	S	1
SO31 6XY	1B	T	Sea Breeze
SO31 6XY	1D	V	3
SO31 6XY	1E	W	Rose Cottage
SO31 6XY	1F	X	5

The DPD will be the house number or name.
For flats, the relevant information from the Postcode Address File will appear.

You should link this file either to PIF® or to address lists which have a high level of Postcoding.

PIF® file size
The sizes for the various elements in PIF® are:

Delivery Point Information	50 bytes
Postcode	7 bytes
Delivery Point Suffix	2 bytes
Checksum character	1 byte
Total size per record	**60 bytes**

With 24.5 million records, the total size of the file is 1,495 Mbytes.

Format
PIF® can be supplied on standard tape at 6250 bpi, ASCII or EBCDIC, with or without standard labels or IBM 3480 or IBM 3490E cartridges.

Help and advice
Please contact your account manager for assistance in obtaining this information.

appendix C: using CBC

(v) working out the checksum character

Checksum characters can be automatically produced through the software available from co-suppliers. They are also available on the Postcode Information File (PIF®).

They can however also be calculated by following these steps.

Step one
Use the table to find row and column references for the characters in the Postcode and Delivery Point Suffix. Note that the sixth row/column is numbered 0 not 6.

Row	Column					
	1	2	3	4	5	0
1	0	1	2	3	4	5
2	6	7	8	9	A	B
3	C	D	E	F	G	H
4	I	J	K	L	M	N
5	O	P	Q	R	S	T
0	U	V	W	X	Y	Z

For example the letter S is in row 5 and column 5.

Write these down in a grid like this (we've used an example Postcode of SN3 4RD and DPS of 1A), then add them up:

Postcode and DPS	S	N	3	4	R	D	1	A	Total
Row	5	4	1	1	5	3	1	2	22
Column	5	0	4	5	4	2	2	5	27

Step two
Divide the totals by six (it's always six, no matter how many characters are in the Postcode), and note the amount left over. In this example:

- 6 goes into 22 three times with 4 left over
- 6 goes into 27 four times with 3 left over.

Step three
Refer these 'left over' figures back to the table, finding the character where they intersect.

For example, row 4 and column 3 gives the checksum character K.

Even if your 'left over' character is zero (i.e. 6 into 24 goes four times with zero left over), this will relate to a row or column on the grid.

appendix D: mixed weight mailings

An option for all services

What you need to do
Normally, all items in a Mailsort, Presstream, Walksort or Presstream Walksort mailing are of the same weight (and size). However, it is possible to send mixed weight items in a single mailing subject to the following conditions:

- The items are similar in size and shape, so that they can be securely bundled
- The items are all sent by the same service – either Mailsort 120, Mailsort 700, Mailsort 1400, Presstream, Walksort or Presstream Walksort
- The items must be sent by the same delivery speed (1, 2 or 3).
- Royal Mail International Bulk Mail can also be made up of mixed weight items.

Ensuring the postage is right
We don't want you to overpay or underpay for your mixed weight mailing, so slightly modified documentation is required.

The documentation we need depends on the service you're using and the weight profile of the items in your mixed weight mailing.

Mailsort® 1400 and Walksort®
For mixed weight mailings sent using these services, you need to supply:

- A mixed weight computer planning report
- Either a standard line listing if the maximum weight of your items is 60g or less, or a mixed weight line listing if the maximum weight of your items is 61g or over
- All other standard documentation for your service (see page 43).

Presstream® and Presstream® Walksort®
As the majority of items will be over 60g, you will need to supply a mixed weight computer planning report and a mixed weight line listing along with the other documentation mentioned on page 43.

Mailsort® 120 and Mailsort® 700
The maximum item weight for both these services is 100g. You can mix all items up to this maximum weight. We'll need you to supply:

- A mixed weight computer planning report
- A standard line listing
- All other standard documentation for your service (see page 43).

Sending both Letters and Packets in your mixed weight mailing?
Your Direct selection depends on whether your mixed weight mailing comprises more Letters or more Packets. If you're sending more Letters, the minimum Direct selection is 25 items. If you're sending more Packets, the minimum Direct selection is 5 items.

For definitions of Letters and Packets, please see page 2.

Alternatively, you may use the Daily Rate option where all items are above 60g. We weigh the entire mailing, and divide by the number of mailpieces, to work out an average weight. It's quicker – and simpler.

Cleanmail® and Cleanmail Plus™ with OCR and CBC
All items must be 100g or less. All we require is a standard posting cheque (see page 50).

Royal Mail International Bulk Mail™
All items within a Royal Mail International Bulk Mail mailing must be of the same format i.e. either all letters, all flats or all packets as defined on page 17.

You will need to supply a mixed weight line listing regardless of whether all items are above or below 60g, as International prices vary at all weight steps.

Help and advice
Please ask your Royal Mail account manager for further details on sending mixed weight mailings or visit ***www.royalmail.com/mailsorttechnical*** *for further details.*

other related literature

For service backgrounds and benefits:
Introducing Mailsort
Introducing Walksort
Cleanmail and Cleanmail Plus – Machine readable mail to cut your costs
Spread the Word – an Introduction to Presstream

For service discounts and prices:
Please refer to the Rate Cards
These are available to download at **www.royalmail.com/library or www.royalmail.com/mailsorttechnical**

For terms and conditions:
Please refer to the Schedules by visiting **www.royalmail.com/library** or contact your account manager or local Royal Mail Sales Centre on **08457 950 950**

For further technical details (all services):
Mailsort User Guide is available to download at
www.royalmail.com/mailsorttechnical

Please refer to our website at www.royalmail.com/library

or

Please contact your account manager or local Royal Mail Sales Centre on 08457 950 950 (local rate) for copies of the above literature.

If you are deaf or hard of hearing, we offer a
Textphone service on 08457 640 640

Know how: a user's manual for Mailsort®, Walksort®, Presstream®, Cleanmail®, Presstream®
Walksort® and Royal Mail International Bulk Mail™.
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